

MSC USA IMPORT FAQ

Question	On MyMSC?	Answer
Where do I find the Last Free Day?	Yes	The last free day (LFD) can be found on our eBusiness platform, myMSC . Please go to www.mymsc.com , register for an account, and choose MSC United States as your agency. After approval, LFD can be retrieved within the tracking module.
How do I tell if my shipment has been freight or customs released?	Yes	The freight and customs release status can be found on our eBusiness platform, myMSC . Please go to www.mymsc.com and register for an account and choose MSC United States as your agency. After approval, freight and customs release information can be found within the tracking module.
Where do I find my arrival notices?	Yes	Arrival notices can be retrieved on myMSC . Please go to www.mymsc.com , register for an account, and choose MSC United States as your agency. After approval, arrival notices will be shown in the tracking module.
Where do I find my advisory of charges?	NA	Advisory of charges notices are generally sent 3-5 days before the estimated time of arrival to the notify parties on file. If you are within this window and have yet to receive the advisory of charges, please contact our customer service team. - Phone: +1 800 222 3367, select 1 - E-mail: USA-Import.CustomerService@msc.com
How do I change contact information for my arrival notice or advisory of charges?	NA	Contact information for arrival notices and the advisory of charges can be updated by completing the following form on the website: MSC.com USA Local Information – Arrival Notices
What is the estimated arrival time on my shipments?	Yes	The ETA can be retrieved on myMSC . Please go to www.mymsc.com , register for an account, and choose MSC United States as your agency. After approval, you may search by bill of lading number, booking or container number to retrieve tracking data which includes the most recent ETA available.
How do I make an amendment on my import bill of lading?	NA	Any changes to the bill of lading or manifest information must be requested by the shipper through the MSC booking agency. Please have your shipper submit a Manifest Corrector request directly to the MSC manifesting agency responsible for the shipment documentation. Please note that correction requests, including rate changes, must be reviewed and processed by the manifesting agency responsible for the shipment documentation. Because these updates are performed by the port of load, corrections may not be completed the same day they are requested.
What do I do about a chassis usage fee?	NA	If you have received an advisory that includes a Chassis Usage Fee (CUC), this fee must be satisfied before freight release can be issued. The fee covers the use of MSC chassis pools for out-gating and returning the empty container. If an MSC chassis was not used, the fee may be refunded or applied as a credit toward a future MSC shipment. For assistance, please contact USA-Chassis.Disputes@msc.com .
How can I check if I have credit?	Yes	To confirm if your account has credit, please contact the finance credit team at USA-Finance.CreditCollection@msc.com