

## IMPORT CUSTOMER SERVICE & DOCUMENTATION

### GENERAL CONTACT INFORMATION – ALL PORTS

PORT OF DISCHARGE	EMAIL ADDRESS	PHONE NUMBER	OFFICE
All Ports	USA-Import-Rail.CustomerService@msc.com	+1 888 262-2520	Import Client Support Center

### GENERAL CONTACT INFORMATION – RAIL

PORT OF DISCHARGE	EMAIL ADDRESS	PHONE NUMBER	OFFICE
All Rail Inland Destinations	USA-Import-Rail.CustomerService@msc.com	+1 847 376-5718	Chicago
Vancouver, Prince Rupert	USA-Import-Rail.CustomerService@msc.com	+1 847 376-5718	Chicago

## FREQUENTLY ASKED QUESTIONS & WHO TO CONTACT

FAQ	OFFICE	EMAIL ADDRESS
What is my last free day?	import Client Support Center	USA-Import.CustomerService@msc.com
Who do I contact for an Arrival Notice?	Import Client Support Center	USA-Import.CustomerService@msc.com
Who do I contact for a Chassis Usage question?	Import Client Support Center	USA-Import.CustomerService@msc.com

Who do I contact for COD Requests?	Import Client Support Center	USA-Import.CustomerService@msc.com
Who do I contact for Re-Export Requests?	Import Client Support Center	USA-Import.CustomerService@msc.com
Who do I contact to cancel an IT?	Import Client Support Center	USA-Import.CustomerService@msc.com
Who do I contact for Rail Ramp—Freight/customs release Inquiries, Arrival notice, Ramp ETA, Pick-Up Numbers?	Chicago	USA-Import.RailCustomerService@msc.com
Who do I email about MyMSC.com issues?	New York	US038-mymscusa.help@msc.com

## INTERMODAL DELIVERY ORDERS

### GENERAL CONTACT INFORMATION

PORT OF DISCHARGE	Delivery Order	Office
West Coast Rail	US038-houido@msc.com	Houston

## DEMURRAGE, DETENTION & PER DIEM

### GENERAL CONTACT INFORMATION

Team	Office	Email Address
Demurrage and/or Detention	Chicago	e-pay.mymsc.com/iPayment
Demurrage, Detention, Rail Detention and Per Diem Disputes	Chicago	mymsc.com/myMSC/Dispute
Last free day application questions	New Orleans	Us038-lfdinquiry@msc.com

# CARGO CLAIM

## GENERAL CONTACT INFORMATION

PORT OF DISCHARGE	Name	Office	Email Address
All ports	N/A	New York	US038-cargoclaims@msc.com