



MSC USA IMPORT CONTACT LIST

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IMPORT CUSTOMER SERVICE & DOCUMENTATION

GENERAL CONTACT INFORMATION – ALL PORTS

Port of Discharge	Email Address	Phone Number	Office
All Ports	USA-Import.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.RailCustomerService@msc.com	+1 847 376-5718	Chicago
Vancouver, Prince Rupert	USA-Import.RailCustomerService@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 contact for a Demurrage or Detention invoice?	Chicago	e-pay.mymsc.com/iPayment
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

Kindly see Import Customer Service General Contact Information

Team	Office	Email Address
Demurrage and/or Detention Invoice	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 CLAIMS

GENERAL CONTACT INFORMATION

Port of Discharge	Name	Office	Email Address
All Ports	N/A	New York	US038-cargoclaims@msc.com