

IMPORT CONTACT LIST

GENERAL CONTACT INFORMATION

IMPORT CUSTOMER SERVICE DOCUMENTATION – ALL PORTS

Port of Discharge	Email Address	Phone Number
All Ports	USA-Import.CustomerService@msc.com	+1 800-222-3367

RAIL

Port of Discharge	Email Address	Phone Number
All US Rail Inland Destinations	USA-Import.CustomerService@msc.com	+1 847-376-5718

DOOR

Port of Discharge	Email Address	Phone Number
All US Door Shipments	USA-Intermodal.team@msc.com	+1 713-353-5998

DEMURRAGE, DETENTION & PER DIEM

Team	Contact Information
Demurrage and/or Detention	e-pay.mymsc.com/iPayment
Demurrage, Detention, Rail Detention and Per Diem Disputes	mymsc.com/myMSC/Dispute
Last free day application questions	USA-Import.CustomerService@msc.com

CARGO CLAIM

Port of Discharge	Email Address
All Ports	US038-cargoclaims@msc.com

DELIVERY ORDERS

SEND DELIVERY ORDERS TO

Port of Discharge	Delivery Order
All Ports & Inland Locations	USA-Delivery.Order@msc.com

FREQUENTLY ASKED QUESTIONS

For answers to common questions and contact details, please visit our [FAQ accordion](#).