

# FAQ IMPORT:

## WHERE DO I FIND THE LAST FREE DAY?

The last free day (LFD) can be found on our eCommerce platform, [myMSC](#). Please go to [www.mymsc.com](http://www.mymsc.com) and 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?

The freight and customs release status can be found on our eCommerce platform, [myMSC](#). Please go to [www.mymsc.com](http://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?

Arrival notices can be retrieved on [myMSC](#). Please go to [www.mymsc.com](http://www.mymsc.com) and 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?

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, press 1
- E-mail: [USA-import.customerservice@msc.com](mailto:USA-import.customerservice@msc.com)

## HOW DO I CHANGE CONTACT INFORMATION FOR MY ARRIVAL NOTICE OR ADVISORY OF CHARGES?

Contact information for arrival notices and the advisory of charges can be changed by completing the following form on the website: [United States Shipping Services - Offices, Local Information | MSC](#)

## WHAT IS THE ESTIMATED ARRIVAL TIME ON MY SHIPMENTS?

The ETA can be retrieved on [myMSC](#). Please go to [www.mymsc.com](http://www.mymsc.com) and 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?**

Any amendments on the bill of lading need to be requested from the shipper to the MSC agency at port of load. Please have your shipper request an EMC (electronic manifest corrector) from the MSC agency at the port of load.

### **WHAT DO I DO ABOUT A CHASSIS USAGE FEE?**

If you have received an advisory of charges with a chassis usage fee, you will need to satisfy this fee for freight release to be issued. The chassis usage fee covers you for the chassis pools if you use an MSC chassis to out-gate. If you do not use an MSC chassis, this can be refunded or credited toward another shipment with MSC.

### **HOW CAN I CHECK IF I HAVE CREDIT?**

To confirm if your account has credit, please contact the finance credit team at [USA-finance.creditcollection@msc.com](mailto:USA-finance.creditcollection@msc.com)