

MERCHANT HAULAGE RELEASE

INSTRUCTIONS

So that we can process your release as efficiently as possible, please read the below guidance regarding timeframes and details to include.

WHEN SHOULD I SUBMIT MY REQUEST?

Please ensure that you send your Merchant Haulage Release request to uk-importmerchanthaulage@msc.com within 5 working days prior to arrival. If you have submitted a request over 5 days in advance of arrival date, please re-submit within the required timeframe.

WHAT INFORMATION SHOULD I INCLUDE?

- MSC container or Bill of Lading number(s) removing any spaces or dots. E.g., container MEDU1234567 or Bill of Lading MEDULG123456 OR MEDUC1234567
- Planned collection date
- Agent to agent release from the consignee on letterhead for this shipment, approving the release of their cargo to your order or confirmation of longstanding A2A agreement in place
- Badge number, or if your release requires a PIN please advise and we will generate this for you and confirm
- Confirmation of collect charges and acceptance, including:
 - ✓ Company name
 - ✓ Invoiced office location
 - ✓ Invoice reference for any party paying the collection charges
- Documentation
 - ✓ Express release requested by shipper (DD/MM)
 - ✓ Telex release requested by shipper (DD/MM)
 - ✓ Original Bill sent to or lodged with our Ipswich office, address:
(DD/MM) FAO Import Customer Service, Medite House, 10 The Havens, Ipswich, IP3 9SJ

ADDITIONAL INFORMATION

What are collect charges?

Collect charges are charges related to the shipment that are usually paid in the UK. This could include freight, terminal handling, UK documentation, lo/lo, quay rent and demurrage.

Credit customers

To help us process your release we need confirmation of the responsible party for all collect charges and, have received either payment or acceptance from the relevant parties before release.

If charges are payable by multiple parties, please notify us by advising who is responsible for which charges. Acceptance must come from the company paying those charges and confirmed to us in writing.

Non-credit customers

Before we can process your release, please request an invoice by emailing gb014-noncredit.invoicing@msc.com including the date of collection and date of empty return. Full payment must be received by MSC UK before we can release your cargo. If charges are split between parties, please confirm to us in writing who is responsible for which charges.

Legal entitlement to goods

Before submitting your Merchant Haulage release, please ensure you are legally entitled to do so. If you are not the consignee, please ensure that shipment has been released to your order by the consignee before contacting us. We require a written release for all straight consigned bills of lading.

Legal entitlement of cargo can only be transferred by the endorsement on the bill of lading for 'to order' shipments. You can check if a shipment is 'to order' as the words 'to order' will be typed in the consignee field. Most common examples are "to order of shipper" or "to order". Legal entitlement is granted to the company who presents the document to MSC Ipswich, so please make sure you include a note or compliment slip on these types of shipments, so we know who has sent it to us.

If you only want to release your shipment to the order of a third party, please email:

GB014-mscuk.impagent2agent@msc.com.

To escalate your merchant haulage release as it is urgent, please email the Customer Care team:

UK-importcustomercare@msc.com.

Tracking details can be found [here](#).