

WE'VE JUST MADE RESTITUTIONS EASIER

We are pleased to announce that return addresses for empty containers can now be requested online via MSC Intermodal Portal.

ANNOUNCING OUR ONLINE RESTITUTIONS SOLUTION

Benefits of going online include:

- **Restitution details advised automatically**
- **Request restitution details at any time of day – no need to wait for usual office hours**
- **See all restitutions requested by your company – saves duplication of work***

*(subject to full account approval – usually provided within one working day)

This roll-out forms part of our commitment to offering customers and hauliers a range of choices in how they do business with us. The introduction of online restitutions follows the release of our online rate enquiry tool (also available within the portal).



SHARE THIS WITH YOUR HAULAGE PARTNERS

Do your haulage partners currently call or email us to request empty restitutions? Let them know they can register as a haulier online today and deal directly with us:

<https://intermodal.msccuk.com/empty-restitutions-register>

FAQS

Q. Can I still phone or email to request or amend restitution details?

A. Yes. This roll-out forms part of our commitment to offering customers and hauliers a range of choices in how they do business with us. However, the online option offers the three benefits outlined above – making it quicker, easier and more efficient than any other channel. The new feature has been very well-received by customers and haulage partners already using the portal.

Q. How can I access the portal and is it free to use?

A. Customers can register via the following web address: <https://intermodal.msccuk.com>. Hauliers should register via <https://intermodal.msccuk.com/empty-restitutions-register>. Please note that your account must be approved before full functionality will become available. This process will be completed within one working day (usually sooner). The portal is free to use and is best experienced using Google Chrome via a desktop computer.

Q. Who can I contact to find out more?

A. The Container Movements team will be happy to answer any questions - please contact them on GB014-container.movements@msc.com