

MHR RELEASE

MERCHANT HAULAGE RELEASE (MHR) INSTRUCTIONS

To help our team action your MHR request as efficiently as possible for you, please read the below guidance regarding timeframes and important information to include.

Please only send Merchant Haulage Releases to this email address uk-importmerchanthaulage@msc.com

When should I submit my release request?

Due to high levels of enquiries, we are only able to process Merchant Haulage Release (MHR) if your request is submitted within 5 days prior to shipment arrival.

If you submit your request more than 5 days in advance of shipment arrival date, unfortunately it will not be actioned and we will require for you to resubmit within this 5-day timeframe.

What information do I need to include?

It's really important that certain information is included within your release request. Failure to include the below details will result in us declining your request and delaying your release.

Please be sure to include all of the following details:

- MSC container number(s) - please make sure there are no spaces or dots. For example MEDU1234567
- MSC Bill of Lading number(s) - please make sure there are no spaces or dots. For example MEDULG123456 OR MEDUC1234567
- Bill of Lading status* – You can find further information about this in the Bill of Lading section below
- Collect charges** – please include the company name, invoiced office location and invoice reference for any party paying the collection charges
- Intended collection date
- Badge number – if your release requires a PIN, we will generate this for you and advise accordingly

*Bills of Lading

When submitting your Bill of Lading status, please ensure you include at least one of the below options:

1. Express release/ Seaway bill
2. Original bill posted or lodged (DD/MM). The document will be checked to make sure that it is endorsed correctly.
3. Telex release was requested by shipper (DD/MM)

Please note that original bills are required to be sent to or lodged with our Ipswich office, address:

FAO Import Customer Service, Medite House, 10 The Havens, Ipswich, IP3 9SJ.

****Collect charges**

To help us complete your release, we need to know who is responsible for all collect charges and have received either payment or acceptance direct from all parties before release.

Collect charges could include freight related charges, terminal handling charges, UK documentation, Lolo, quay rent and demurrage.

Customers with a credit agreement are required to accept the charges in writing, we cannot accept third hand and it must come from the company paying those charges.

Customers without a credit agreement will need to email gb014-noncredit.invoicing@msc.com for an invoice to be issued. Please be sure to include collection and empty return dates per container to help us raise an accurate invoice. If any charges are payable by a customer with no credit agreement, full payment must be received by MSC UK before we can release your cargo.

If charges are covered by more than one company then we need you to inform us who is responsible for which charges.

Legal entitlement to goods

Before submitting your MHR, 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 this to gb014-mscuk.impagent2agent@msc.com

To escalate your merchant haulage release as it is urgent please email the Customer Care team at uk-customer care@msc.com

Please also be reminded that you can find the estimated time of your shipment arrival by visiting msc.com/tools and clicking on arrivals/departures.

Please refrain from sending multiple emails to the Merchant Haulage Team email address as this will slow down releases. Our team are working as quickly as possible to handle all releases and we thank you for your patience.