



D&D Payment Instructions

Demurrage	Detention
Daily charge assessed to the shipper for use of the land and equipment services provided at the carrier's load/discharge port, or inland container yard (CY) facility, when the cargo remains in such facilities beyond the permitted free time as stipulated per tariff or contract.	Compensation payable when the Merchant holds Carrier's Container outside the port, terminal or depot beyond the agreed amount of Free Time.

How to Pay?

- [Maersk.com](http://www.maersk.com): if you have a Maersk account, log into www.maersk.com > **Manage** > **Hub** > **Import Demurrage & Detention** > **Enter BL # & click on View Details**

The screenshot shows the Maersk Hub dashboard. The navigation menu on the left includes 'Hub dashboard', 'Export overview', 'Import overview', 'Tasks', 'MyCustoms', 'MyFinance', 'Allocations', 'Captain Peter™', and 'Support'. The main content area features a 'Welcome to your Hub' message with a survey link. A dropdown menu is open under 'Manage', showing options like 'Hub', 'Export overview', 'Import overview', 'Tasks', 'MyCustoms', 'MyFinance', 'Captain Peter™', 'Order secure paper', 'Case management', and 'Supply Chain Platform'. The 'Import Demurrage & Detention' section is highlighted with a red box and the number 3. Below it, there is a search box labeled 'Enter B/L no. to search' with a red box and the number 4. Other sections include 'Delivery Order' and 'Local Information'.

- **Phone call payments**: call Release Services team in the following numbers
 - o US Customers: # 1-800-321-8807, Option 5, then Option 1
 - o CA Customers: # 1-877-338-0165, Option 2, then Option 1
- **Wire/ACH and 3rd Party Payments (Pay Cargo, Cargo Sprint)** - **Important**: send a legible proof of payment to us.customerexperience@maersk.com. In the Finance team in copy by adding NAMFRCSVCACH@maersk.com. Failure to do so will delay cargo delivery and additional demurrage charges to accrue for which the customer will be held accountable.
 - o For Pay Cargo the address to pay is Maersk Line - 180 Park Ave, Florham Park, New Jersey, 07932
 - o For Sprint Pay please use Maersk – Storage Only

Important Considerations:

- Please note that for all payment methods demurrage release takes approximately 30-45 minutes at all terminals and CYs after payment has been confirmed processed.
- Maersk requires 2 working days of demurrage clearance for store door delivery or inland cargo movement. Please verify delivery date with Customer Service at 1-800-321-8807 prior to submitting payment.

D&D at rail locations: Demurrage at US Rail locations are **post-billed** and will not be held for demurrage with the exception of CN Rail where demurrage needs to be paid upfront. Storage fees are paid directly to rail providers according to their terms and conditions. Storage can hold a container from being released and picked-up. Reach out to Release Services to ask about the corresponding rail provider depending on your container(s) location.

Demurrage invoices: You can reach out RS team (by call or email) to get a **proforma** demurrage invoice useful as support of demurrage fees generated through any date. 5-7 days after the container has gated out for delivery, an official demurrage invoice will be uploaded at the My Finance tool in www.maersk.com

Detention invoices: will generate 7 days after an empty container has been returned. Once the invoice has generated, it can be obtained via the following 2 methods:

- Visit www.maersk.com and within our website, MyFinance. If you need assistance with our website registration and/or to expedite setup of your profile, email myfinance@maersk.com
- Call Maersk Finance via phone# 1-800-321-8807, option# 5, then option# 3.

D&D Disputes: You're welcome to dispute your charges with our Disputes team. The team will investigate your claim and revert back with a final resolution. For any disputes claim, sign into MyFinance to initiate and log your dispute. Please allow 1 to 2 business days for your claim to be reviewed and if needed, you can follow up with the dispute team directly via phone# 1-800-321-8807 option# 5, then option# 2.