



Demurrage/Carrier Detention Billing Disputes:

- Please provide invoice, container number(s) and shipment Bill of Lading Number (HBL#), along with the reason for dispute.
- Dispute Reasons May Include:
 - Incorrect free time/rate/date(s)
 - Operational issue
 - Must include detailed description or supporting documentation such as TIR's or any other relevant backup documentation.

- For disputes related to container pick up, include additional documentation such as invoice, HBL#, container numbers, and screenshots of appointment unavailability.
 - Take screenshots to confirm when appointments are unavailable, covering terminal shifts for both day and night where applicable. Make sure the screenshots clearly show the lack of appointments for both shifts, including the important dates, times, and the terminal name/location.
 - Screenshots of any communication with the terminal/rail, regarding appointment issues before the Last Free Day.
 - Screenshots indicating the date and time when you attempted to schedule appointments. Please include screenshots that show the following:
 - A screenshot from at least one day prior to the dispute date, between 6:00 AM and 12:00 PM (noon).
 - A screenshot from between 6:00 AM and 9:00 AM on the dispute date in the time zone of the relevant terminal.

Per Diem Billing Disputes:

- Please provide invoice, container number(s) and shipment Bill of Lading Number (HBL#), along with the reason for dispute.
- Dispute Reasons May Include:
 - Incorrect free time/rate/date(s)
 - Operational issue
 - Must include detailed description or supporting documentation such as TIR's or any other relevant backup documentation.

- For disputes related to empty container returns, include additional documentation such as invoice, HBL#, container numbers, and screenshots of appointment unavailability.
 - Take screenshots to confirm when appointments are unavailable, covering terminal shifts for both day and night where applicable. Make sure the screenshots clearly show the lack of appointments for both shifts, including the important dates and times.



- Screenshots indicating the date and time when you attempted to schedule appointments. Please include screenshots that show the following:
 - A screenshot from at least one day prior to the dispute date, between 6:00 AM and 12:00 PM (noon).
 - A screenshot from between 6:00 AM and 9:00 AM on the dispute date in the time zone of the relevant terminal.
 - Screenshots of terminal/ramp names that list ALL available empty return locations as listed on the carrier website.

“ IMPORTANT ”

- Disputes cannot be processed until we receive all necessary documentation.
- Kindly submit your dispute in writing within 30 days of receiving the invoice. Please note that disputes received after the 30-day deadline will not be considered valid.
- OEC’s billing practices are in accordance with OSRA 2022

If you have received an invoice for demurrage/on dock detention or per diem charges assessed in the U.S. and if you believe there are any errors, we are here to swiftly resolve them. Your satisfaction is our priority. To expedite resolution, kindly attach all relevant documents and once completed, please send the dispute form and documents to the appropriate email address based on the branch as below:

- OEC NE: dispute.ne@oecgroup.com (Boston, Chicago, Detroit, Houston/Liquid Logistics Solutions, Kansas City, Louisville, Milwaukee, New York, Seattle & St. Louis)
- OEC Miami: acct.mia@oecgroup.com; ops.mia@oecgroup.com
- OEC Seattle: docs.sea@oecgroup.com
- OEC SW: dispute.sw@oecgroup.com (Dallas, Denver, Houston, Los Angeles, Phoenix, San Diego & San Francisco)

For all other questions related to your dispute, including questions about which branch to contact, please contact dispute.ne@oecgroup.com for assistance.

Our dedicated team will promptly review your case and provide you with a response as soon as possible.



Demurrage, Detention and Per Diem Resolution OEC

Dispute Form

Customer's Information

Company Name

Contact Name

Phone Number

Email address

No	Invoice#	HBL# or MBL#	Container#	Invoice Type (Select from Drop Down)	Disputed Amount (USD)	Amount to be Billed	Dispute Description (Please describe in detail what is the reason for your dispute)
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							



Please submit your dispute in writing within 30 days of receiving the invoice and note that disputes received after the 30-day deadline will not be considered valid.

Kindly send the form and documents to the appropriate email address based on the branch as below:

•OEC NE: dispute.ne@oecgroup.com

(Boston, Chicago, Detroit, Houston/Liquid Logistics Solutions, Kansas City, Louisville, Milwaukee, New York, Seattle & St. Louis)

•OEC Miami: acct.mia@oecgroup.com; ops.mia@oecgroup.com

•OEC Seattle: docs.sea@oecgroup.com

•OEC SW: dispute.sw@oecgroup.com

(Dallas, Denver, Houston, Los Angeles, Phoenix, San Diego & San Francisco)

For all other questions related to your dispute, including questions about which branch to contact, please contact dispute.ne@oecgroup.com for assistance.

[Links to Individual Ocean Carriers Demurrage and Detention resolution processes:](#)

<u>Carrier</u>	<u>Please click the link below</u>
CMA	<u>CMA CGM</u>
HAPAG	<u>HAPAG</u>
HMM	<u>HMM</u>
MSC	<u>MSC</u>
OOCL	<u>OOCL</u>
ONE	<u>ONE</u>
SM Line	<u>SM Line</u>
WANHAI	<u>WANHAI</u>
ZIM	<u>ZIM</u>