



CMA CGM America Detention and Demurrage Dispute Resolution Process

What is considered a dispute

- Incorrect free time and/or rates
- Requests for any type of discount or consideration
- D&D or Operational service failures

Please send your dispute email to

- CMA D&D disputes usa.detdembilling@usa.cma-cgm.com
- ANL D&D dispute detdemdisputes@anlusa.com

Information required to process the dispute

- Invoice number
- Reason for dispute clearly defined
- Relevant backup documentation and/or emails to support dispute

Please note that all disputes must be raised within 60 days of receipt of an invoice.