



CMA CGM America & ANL Detention and Demurrage FAQ

Q: Will I be billed for export demurrage if the vessel slips after container has in-gated?

A: If container was in-gated during the receiving period of the vessel, demurrage charges will not be applied.

Q: Will I be billed export detention if the vessel slips after I have pulled a container?

A: If an empty container is picked up within the receiving window for a vessel, and the receiving window subsequently changes to a later period, detention will not be applied provided the loaded container is delivered within the revised receiving window.

Q: We have paid Ocean Freight charges but are disputing export D&D charges which is holding up release of our final bills of lading. How can we ensure release of our shipment is not impacted?

A: Please contact our [Client Solutions Team](#) to discuss options to facilitate release of the bills of lading while the dispute is under review.

Q: If I street turn an import container for use on an export, when does the free time start?

A: The free time begins on the date that the street turn is approved by the carrier. Please note that any cancellation of street turn must be requested and approved prior to the expiration of import free time.

Q: If I pick up an empty container against one booking and return the loaded container against a different booking, how will this affect my export free time?

A: As long as the [CMA CGM Equipment Team](#) is notified and links the container to the different booking before the container is returned, detention free time will be granted based on the free time applicable to the second booking.

Q: Is the customer responsible for import detention if no appointments are available at the terminal to return empty containers?

A: Generally, Import Detention will not be applied for circumstances where merchant is unable to return containers due to factors entirely beyond its control.** If you are having trouble obtaining appointments, then please contact the [CMA CGM Equipment Team](#) for possible alternate solutions.

**Please note we will review how you are leveraging your supply chain to ensure the containers pulled first are the containers first returned. Please note CMA CGM deems attempts to make an appointment within a reasonable period prior to the end of free time as within the Merchant and/or motor carrier's control.

Q: For import door moves arranged by CMA (carrier haulage), does the detention clock start when the container arrives for delivery or when the trucker pulls it from the terminal or container yard location?

A: The detention clock starts when the container is removed from the terminal or container yard.

Q: If the rail extends my last free day on my import shipment, does CMA still bill equipment demurrage?

A: Yes. Rail storage (billed by the rail operator) is separate and distinct from Import Rail Equipment Demurrage (IREDD).



CMA CGM America & ANL

Detention and Demurrage FAQ, cont.

Q: If I have extended free time for demurrage per negotiated contract terms, how is the terminal updated to reflect that agreement?

A: CMA CGM proactively notifies the terminal of the specific free time for those containers. If you find that the free time is not accurately reflected after the discharge of the container, please contact our [Client Solutions Team](#) for assistance.

Q: The vessel just arrived. Why isn't my import demurrage free time showing correctly in the terminal system?

A: Import free time will be visible only after the container discharges and the demurrage clock has started. If you find that the free time is not accurately reflected after the discharge of the container, please contact our [Client Solutions Team](#) for assistance.

Q: Am I still charged demurrage if my container is in a closed area of the terminal?

A: Provided the terminal confirms the container is in a closed area, demurrage charges will not be applied for the time the container is unavailable.

Q: Will I still be charged import demurrage if there are no appointments available to pull my loaded container?

A: If you are having difficulty obtaining an appointment to remove your loaded container from the terminal or rail yard, please reach out to the terminal or rail yard directly to request an exemption from the appointment requirement or request that additional appointments be made available prior to your last free day. If no appointments can be made available and an exemption is not granted, please contact our [Client Solutions Team](#) with evidence of the relevant communications with the terminal or rail yard and unavailability of appointments. Demurrage will not be applicable in such cases where appointments and exemptions are not possible, provided that documentation clearly evidences the inability to remove containers was due to factors entirely beyond the merchant's control.

Q: How many days after sailing should I expect to get a D&D invoice?

A: D&D Invoices are normally issued within 14 days of sailing.

Q: How can I find my early return date (ERD) for my export shipment?

A: Please follow the below link and check the "Export Cutoff Information" pdf. Note that you will need to search the document for the vessel or voyage number and port of load. This document is updated three times per day, so please check frequently.

<https://www.cma-cgm.com/local/united-states/export-information-guide>

Q: How can I find my last free day (LFD) for my import shipment?

A: Please follow the below link and enter your container or BL number to find the last free day and estimated charges. Note that you will need a My CMA CGM login and password.

<https://www.cma-cgm.com/ebusiness/demdet>