



CMA CGM America & ANL Detention and Demurrage Dispute Resolution Process

What is considered a dispute:

- Incorrect free time and/or rates
- D&D or Operational service failures

Please send your dispute email to:

- CMA & ANL D&D disputes usa.disputes@usa.cma-cgm.com

Information required to process the dispute:

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

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