

FAQ on Cargo Availability, and Assessing and Disputing Demurrage

Where can I go to see if my cargo is available?

Please refer to the Yang Ming website tracking page or to the applicable terminal website at the port of discharge. Link to Yang Ming website track and trace quick link

https://www.yangming.com/e-service/Track_Trace/tt_ov.aspx

Where can I view free time information for my cargo?

Please refer to the Yang Ming website tracking page or to the applicable terminal website at the port of discharge.

Quick Link - https://www.yangming.com/e-service/Track_Trace/tt_ov.aspx

Where can I view YM demurrage and detention tariff?

Yang Ming website – please choose quick link for Tariff

Quick Link for Tariff -

https://www.yangming.com/LocalSite/Index_Local.aspx?localver=US

Does Yang Ming extend free time for holidays?

Yes, Yang Ming extends free time for observed holidays when the terminals are closed for the holiday. Please check Yang Ming website or the terminal website at the port of discharge to confirm the last free day for your cargo.

*For Southern California please check with your local office concerning holidays.

Does Yang Ming extend free time for weather closures?

Yes, if the terminal is closed due to severe weather YM will extend free time based on the number of days the terminal is closed.

Does Yang Ming extend free time for other terminal closures?

Yes, if the terminal is closed and is extending free time, YM will extend the same.

Who do I contact if I can't find information for my cargo on the website?

Please contact the customer service coordinator listed at the bottom of your arrival notice. This will be the person who handles the port of discharge where your cargo is located. Email contact for each region is located on YM website.

Quick Link to contact information -

https://www.yangming.com/office_network/office_agent/agent.aspx?MyRegion=AMN&MyCountry=US%20&CNTRY_NAME=United%20States%20of%20America&LocalSite=N

If there are no trucking appointments available will demurrage be waived?

If the terminal extends free time because of unavailable appointments, YM will extend the same.

Is demurrage waived if my ocean freight is not paid or if I have not presented the original bill of lading (OBL) ?

YM does not extend free time if ocean freight is not paid or if the OBL has not been presented.

Will YM extend free time for Custom's holds or government inspections or General Order cargo?

YM does not extend free time beyond the Last Free Day (LFD) for demurrage if the customer failed to timely file entry. For any customs inspection mandated by any other party, all related costs, including but not limited to, storage, drayage, container movements, etc. shall be for the account of the customer according to FMC050, rule 2-CB CUSTOMS EXAMINATION / INSPECTION. If the demurrage is due to a government inspection or CBP hold, the customer is responsible for the demurrage.

Will YM extend free time for chassis issues?

Per chassis provision in S/C, Carrier shall not be obligated to provide chassis for shipments designated for Port or Container Yard (CY) delivery. Under these terms, Consignee or shipper must secure an appropriate chassis at its own expense prior to receiving containers (empty or loaded) at the Port or Container Yard (CY). The Carrier shall not be responsible to provide chassis to consignee or shipper at any particular time or in any particular quantity. Any costs resulting from or arising out of chassis unavailability, including but not limited to, demurrage or storage costs, shall be the responsibility of the shipper or consignee.

Out of Spot (OOS) container in closed area or inaccessible/Unable to Locate (UTL) issues – will YM extend free time?

If the terminal extends free time. YM will extend the same.

How can I dispute my demurrage charges?

Disputes must be submitted in writing to the customer service manager for the region where your cargo is located. All disputes must be submitted within 30 days of date of the invoice. Your dispute should include B/L, container number(s) and all information supporting your dispute and pertaining to your request for a refund or mitigation.

How can I dispute my detention charges?

Disputes must be submitted in writing to the customer service manager for the region where your cargo is located. All disputes must be submitted within 30 days of date of the invoice. Your dispute should include B/L, container number(s) and all information supporting your dispute and pertaining to your request for a refund or mitigation.

*For Southern California detention disputes, please submit written dispute to the per diem team at perdiem@us.yangming.com