

FAQ- Detention

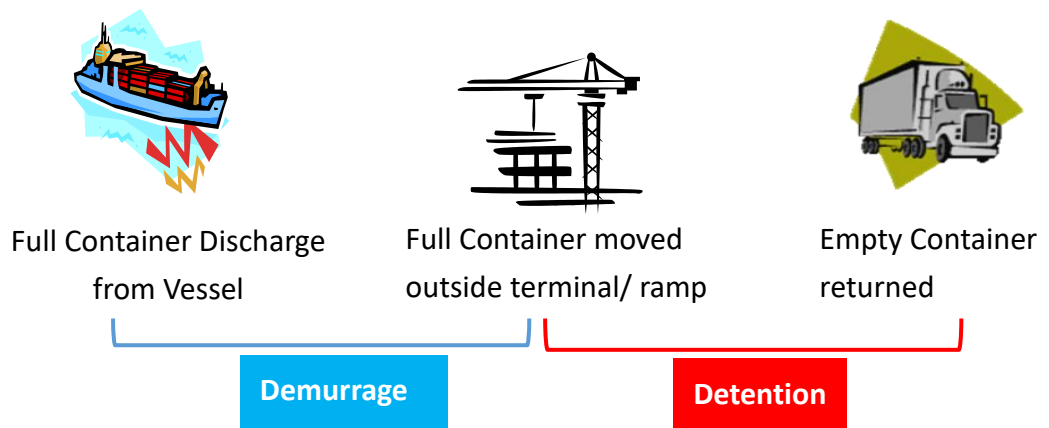
1. What is the purpose for detention collection?

To promote supply chain fluidity and minimize container turnaround by encouraging the merchant to return the container as soon as reasonably possible.

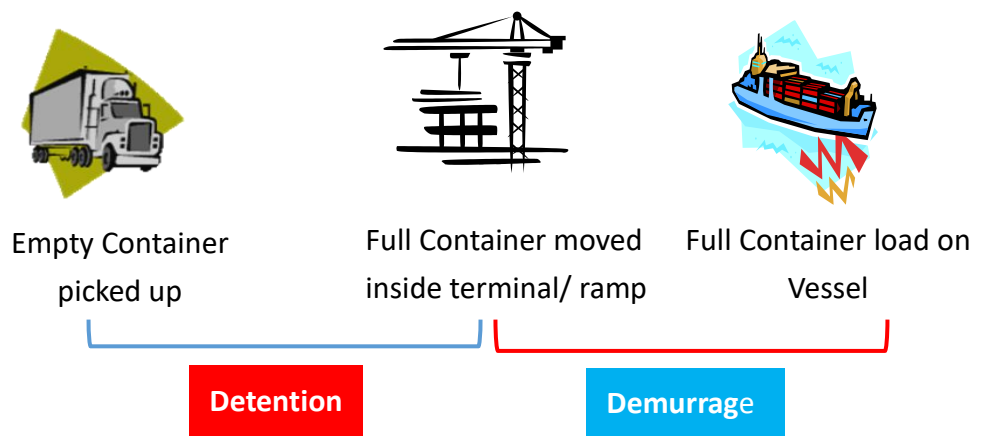
2. What is Detention and Demurrage?

Detention and Demurrage are charges assessed by the Carrier for the use of equipment including containers and chassis. The below illustration shows the periods for which the two charges are assessed.

Import



Export



3. How many free days do I get for container usage?

- ✓ For general free time guidance, please refer to our [Tariff](#).
- ✓ Non-operated reefers (reefer dry) are subject to the free time and charges given and assessed on Temperature Controlled Containers.
- ✓ After expiration of free time, we will start collecting detention and the detention charges are only assessed for the days when depot/ramp/terminal gate are opened for empty container pick-up or return.

4. Who is liable for detention charges?

- ✓ For US Import cargo, the Billed Party is “Consignee” on the B/L (For B/Ls where the Consignee has not accepted the B/L terms or is “To Order”, the Billed Party is the “Contracted Party (i.e. Shipper)”).
- ✓ For US Export cargo, the Billed Party is “Shipper on the B/L”.

5. Does Yang Ming charge detention for chassis usage?

For shipments moving under DOOR terms, Yang Ming will provide the Merchant with the use of a chassis subject to availability and will charge \$40/day chassis per diem upon interchange, subject to the below free time offered, if any.

CONTAINER TYPE	FREE TIME*
Standard Dry Container	4 working days
Flat rack/Open top/Reefer container	3 working days
*commencing on the day the container is picked up	

6. What is unused container fee?

Yang Ming assesses an unused container fee when a shipper cancels, reduces, or changes the container type for a booking after the container has been gated out. Carrier may at its discretion charge the shipper an unused container fee of \$200 per dry container and \$300 per reefer container or special equipment (Flat Rack/Open Top container). This charge is for the recovery of the costs associated with, but not limited to gate out/gate in charges, equipment rental, etc. For more information, please refer to [USA/Tariff](#).

Free time for cancelled containers will be total 4 working days for standard

dry containers and total 3 working days for special equipment and reefer containers. After expiration of free time, detention will be assessed based on Yang Ming's standard [Tariff](#).

7. What is Yang Ming's collection policy for outstanding detention invoices?

After **ninety (90) calendar days from the invoice date**, we will pass the invoices to a collection agent for processing and collection, and any additional collection fees and expenses shall be on the account of the customer.

8. Are containers held by Government Authorities, including U.S. Customs, exempt from detention charges?

Yes, containers that held for government inspections are exempt from Detention charges. However, Yang Ming may consider any extenuating circumstances that surround the inspection to determine the reasonableness of detention charges.

9. What method of payment does Yang Ming accept?

Yang Ming accepts payment made by EFT 、 WIRE 、 ACH and Check.

✓ For EFT/WIRE/ACH Payments, please remark the invoice number(s) in your payment and provide the below information to epay@us.yangming.com.

- 1) Company Name
- 2) Date of Wiring
- 3) Amount you wired
- 4) Invoice Number(s)

✓ If paying by check, please remit your payment (any payer check after September 1, 2023 please remit payment plus \$50.00 processing fee, otherwise check will not be processed) to the following address:

Yang Ming (America) Corp.
3250 Briarpark Drive, Suite 201,
Houston, TX 77042 USA
ATTN: Per Diem Collection

10. How do I file a dispute on a detention invoice?

- ✓ To dispute an invoice, please provide Yang Ming with written notice and submission which should include Invoice No. and dispute reason **within thirty (30) calendar days** of the invoice issuance date of the per diem invoice. Failure to provide such within thirty (30) calendar days will result in your full acceptance of the invoices.
- ✓ Please contact **perdiem@us.yangming.com**. Due to the time zone difference between our HQ in Taiwan and the U.S., phone support will not be provided. Our team is committed to providing you with a timely response following our review of your message and supporting documents. Your kind understanding and cooperation are greatly appreciated.

11. Can I dispute detention invoices assessed on an empty return container that was restricted?

If any empty return container is restricted due to gate closure or out-of-appointment slots at our designated depot, ramp or terminal, please immediately contact Yang Ming local equipment control team to assist providing empty returned location. Disputes must include supporting information and documentation including but not limited to, **email communications** or **screen shots** showing your correspondence with Yang Ming local equipment control team disputing the return locations or appointment availability for a particular container. Disputes without sufficient supporting documentation will not be processed.

Equipment Control Team Contact Info:

Region	Location	Contact Info.
North Atlantic	New York, Boston, Philadelphia, Baltimore, Pittsburg	Tel: (1-281)-295-9172 nateqc@us.yangming.com
Middle Atlantic	Norfolk, Richmond, Front Royal, Wilmington, Charlotte	Tel: (1-281)-295-9172 mateqc@us.yangming.com
South Atlantic	Charleston, Savannah, Jacksonville, Port Everglades, Miami, Atlanta, Birmingham, Greer, Huntsville, Mobile	Tel: (1-281)-295-9172 sateqc@us.yangming.com

Gulf	Dallas, Houston, El Paso(Santa Teresa), Laredo, Memphis, Nashville, New Orleans	Tel: (1-281)-295-9173 gulfeqc@us.yangming.com
Midwest	Chicago, St. Paul/Minneapolis, St. Louis, Kansas City, Detroit, Cleveland, Columbus, Cincinnati, Louisville	Tel: (1-281)-295-9173 chiopnmw@us.yangming.com
Northern California & Pacific Northwest	Oakland, Denver, Salt Lake City, Seattle, Tacoma, Portland	Tel: (1-281)-295-9174 chiopnwc@us.yangming.com
South California	Los Angeles, Long Beach	laxeqc@us.yangming.com

12. Will I be billed export detention if the vessel delays after I have pulled a container?

If the empty is picked up within the receiving window for a vessel, and the receiving window subsequently change to a later period, additional detention will not be charged for the extended period.

13. How can I find my earliest date (ERD) for my export shipment?

Please refer to the [“US ERD & Cutoff Date Inquiry”](#) and enter your booking number or port of loading to find the latest ERD.

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

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.