

FAQ EXPORT:

How do I request a new rate?

For general cargo, use the **Instant Quote** feature on [MyMSC](#) for a quote in just a few seconds.

- **Hazardous cargo:** Not available via Instant Quote. Please email your full routing, container type, and Dangerous Goods Declaration (DGD) to:
us038-export.quotes@msc.com
- **Reefer cargo:** Instant Quote is available for IPMR, WCSA, GTBE, and Europe trades. For other reefer trades, email:
us038-reeferates@msc.com
Include full routing, container type, and reefer settings.

Where can I find standard free time and how do I request more?

Standard free time and local import requirements are available here:
[Country Shipping & Local Information | MSC](#) | MSC Or log in to [MyMSC](#)

To request additional free time, email your **customer owner** (contact details are on your booking confirmation).

How do I find the latest vessel schedules?

Check the latest sailing dates on:
[MSC Schedule Tool](#) or on [MyMSC](#)

Can I amend my booking after it's been placed?

Yes. Once your booking is confirmed, you can:

- Submit changes via [MyMSC](#)
- Or contact your **customer owner** by email (found on your booking confirmation)

Can I add or remove containers from my booking?

Yes:

- If there's **no activity**, amend via [MyMSC](#).
- If there's **activity**, contact your **customer owner**.

Can I return a container after the cargo cut-off?

Request a **late gate** by emailing your **customer owner**.

Please ensure:

- **Shipping instructions** and **VGM** are submitted in advance.

Is there a fee for cancelling or amending a booking?

Currently, **no fees** apply for booking amendments or cancellations. This is subject to change.

How do I track my shipment?

Track by container, bill of lading, or booking number on:

[MSC.com](#) or [MyMSC](#)

Where can I find my booking confirmation?

Download your booking confirmation anytime from [MyMSC](#)

How do I place a booking online?

Register on [MyMSC](#), choose your port pair, and select the vessel that fits your schedule.

Will I be notified about rate changes?

Yes.

- Visit the [MSC Newsroom](#) for pricing updates.
- Subscribe to email alerts via your [MyMSC](#) account preferences.

Can I make booking changes after containers have ingated?

Yes.

- Use [MyMSC](#) or INTTRA to submit amendments.
- Or contact your **customer owner**.

Where do I pick up my container?

Your booking confirmation will list the **empty depot location** for container pickup.

Can MSC ship cargo within the USA?

No. Due to the **Jones Act**, MSC cannot ship between U.S. origins and destinations, including Puerto Rico.

Can I copy a past booking or create templates?

Yes. On the **eBooking** page of [MyMSC](#), you can:

- Copy previous bookings
- Create templates for frequent shipments

Does MSC provide seals for containers?

No. Shippers must provide and affix seals after loading, before the container leaves the warehouse.