

May 22nd, 2024

Demurrage and Detention Policy Update North America - United States

Dear Valued ONE Customers,

Ocean Network Express (North America) Inc., hereinafter referred to as ONE, has updated its Demurrage and Detention Policy for the United States, effective from **May 28th, 2024**.

- Update to the default Payer for equipment demurrage and detention
- Update to the information appearing on ONE equipment demurrage and detention invoices
- Update to the time limit for submitting an invoice dispute (within 30 days of invoice date)

Update to the Default Payer

The following table outlines the new default Payer for equipment demurrage and detention*:

| Import Detention | Import Demurrage | Export Detention | Export Demurrage |
|------------------|------------------|------------------|------------------|
| Consignee | Consignee | Contract Party | Contract Party |

*ONE will review exception requests on a case-by-case basis.

Update to ONE Demurrage and Detention Invoice

The following information will be provided on ONE's demurrage and detention invoices issued in the United States:

1. The Bill of Lading number(s)
 2. The container number(s)
 3. For imports, the port(s) of discharge
 4. The basis for why the billed party is the proper party of interest and thus liable for the charge.
 5. Invoice date
 6. Invoice due date
 7. The allowed free time in days
 8. The start date of free time
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9. The end date of free time
10. For imports, the container availability date
11. For exports, the earliest return date
12. The specific date(s) for which demurrage and/or detention were charged / not charged
13. The total amount due
14. The applicable detention or demurrage rule on which the daily rate is based
15. The specific rate or rates per the applicable tariff rule or service contract.
16. The email, telephone number, and contact information for inquiries or invoice dispute requests (request for mitigation, refund, or waiver of fees)
17. A QR code linking to the ONE Demurrage and Detention Policy
18. The time limit for submitting demurrage and detention dispute requests (30 calendar days from the invoice issue date) and for ONE to attempt to resolve the dispute request (30 calendar days from submitting the request using ONE's Detention and Demurrage Dispute Form)
19. ONE's statement that the charges are consistent with the Federal Maritime Commission's rules related to demurrage and detention, and ONE's performance did not cause or contribute to the charges.

Updated Time Limit for Dispute Requests

Disputes must be submitted to ONE within 30 calendar days of the invoice issue date. Any dispute submitted after 30 calendar days of the invoice issuance date is invalid. ONE will attempt to resolve disputes within 30 days of submission. Information on submitting a dispute is available at the ONE (US) - Demurrage and Detention site (<https://us.one-line.com/DemurrageDetention>).

ONE will continue to keep our customers updated on any further developments.

We appreciate your business and thank you for choosing ONE.

Sincerely,
Ocean Network Express (North America) Inc.
