



EVERGREEN SHIPPING AGENCY (AMERICA) CORPORATION

ONE EVERTRUST PLAZA, JERSEY CITY, NJ 07302 (201)761-3000 www.evergreen-shipping.us

Evergreen Line Demurrage and Detention charge Dispute Resolution Processes

(A). Demurrage

- 1). For verification: Contact local customer service office. Detail contact information is as below,
<http://www.evergreen-shipping.us/egsweb/jsp/officelist.jsp>
- 2). To dispute: Contact your local Evergreen sales representative.
- 3). Information needed:
 - i). BL/Booking number
 - ii). Container number
 - iii). The demurrage problem and your expected resolution

(B). Detention

- 1). Contact:
 - i) For Dallas territory
Email: DallasPerDiem@evergreen-shipping.us
TEL: 972-246-5531, 972-246-5536
 - ii) For New York territory
Email: NYCPerDiem@evergreen-shipping.us
TEL: 201-761-3167
 - iii) For Los Angeles territory
Email: LAXPerDiem@evergreen-shipping.us
TEL: 714-822-6945
- 2). Information needed:
 - i). Per Diem invoice number
 - ii). Container number
 - iii). The detention problem and your expected resolution
- 3). Special Note
 - i). Any dispute must be responded within 30 days upon receipt of the invoice.
 - ii). If both parties are not in agreement with the charge, trucker can file a case with UIIA for Arbitration via website <https://www.uiia.org/forms/contact-us>.
 - iii). More related information is available at below OCEMA web site,
<http://ocema.org/BestPractices.html>