

July 2nd, 2024

## Demurrage & Detention Dispute Form

**Dear Valued Customers,**

We are pleased to announce the addition of the [Demurrage & Detention Dispute Form](#) on our public website. This form will streamline the submission of any perceived inaccuracies in Demurrage and Detention invoices.

The Demurrage & Detention Dispute Form may be accessed on our website under the Demurrage & Detention dropdown. The Demurrage & Detention Dispute Form may also be accessed by using the QR code (for mobile phone or tablet) on the invoice or from the weblink (for desktop) on the invoice.

ONE will continue to accept Demurrage & Detention disputes via the Dispute Form and via email for the next month.

**Effective August 1, 2024, ONE** will require that Demurrage & Detention disputes only be submitted via the Demurrage & Detention Dispute Form.

**Bottom left corner of Demurrage or Detention invoice:**

The image shows a screenshot of the bottom left corner of a Demurrage or Detention invoice. It contains several lines of text and two callout boxes. The first callout box, labeled "Mobile Phone or Tablet", points to the text: "\*\*\*Scan the QR Code for the ONE Demurrage and Detention Policy\*\*". The second callout box, labeled "Desktop", points to the text: "To submit please use the following link: <https://us.one-line.com/invoice-disputes-landing-page>". Other text in the screenshot includes: "\*You are the billed party because you are a party to a contract with ONE, have agreed to be responsible for payment, and/or are the consignee.", "\*Disputes must be submitted to ONE within 30 days of the invoice issue date. ONE will attempt to resolve disputes within 30 days of submission.", and "\*Based upon reasonable information and belief: (1)Carrier's charges are constant with the rules of the Federal Maritime Commission with respect to to the Demurrage and Detention, and (2) Carrier's performance not cause or otherwise contribute to such charges".

**Sincerely,**  
**Ocean Network Express (North America) Inc.**

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