

October 24, 2025

Policy Update

Export Demurrage and Detention

Dear Valued ONE Customers,

Effective November 3, 2025, Ocean Network Express will update the policy on default payer for export demurrage and detention in North America. This policy update will issue export demurrage and detention invoices to the most relevant stakeholders. Updates are shown below.

Current

Import Detention	Import Demurrage	Export Detention	Export Demurrage
Consignee	Consignee	Contract Party	Contract Party

Update as of November 3, 2025

Import Detention	Import Demurrage	Export Detention	Export Demurrage
Consignee	Consignee	Shipper	Shipper

The “effective date” refers to the date the invoice is issued—this change will not apply to invoices issued before the effective date listed above.

Exception requests will be considered on a case-by-case basis.

Sincerely,
Ocean Network Express (North America) Inc.
