



## The booking roll over and cancelation policies have been updated. Here's what you need to know for your cargo planning

If you're shipping cargo from the United States, here's an overview of our booking roll over and cancelation policy to assist with your cargo planning.

A **Booking Roll Over** will be applied to:

- Shipments with container activity that are missing any of the following: shipping instructions, dangerous cargo declaration, customs information (AES/ITN).
- Inland shipments with container activity that missed the inland cutoff and are expected to miss the port cutoff.
- Shipments identified with a partial gate-in container activity. In this case, the booking will be split to allow loading those containers at the terminal onto the booked vessel. The remaining units will be rolled to the next available vessel.

A **booking cancelation** will be in place for:

- No container activity and missed cutoffs (Shipping Instructions/Dangerous Goods/Port/Rail).
- Merchant Haulage port shipments, with no container activity, 48 hours before FCL cutoff.

With the above in mind, we issue notifications and reminders within the following timeframes:

- 48 hours before the inland ramp cutoff where there is no container activity
- 48 and 96 hours before the port cutoff when there is no container activity
- 10 days before the port cutoff for missing customs and shipping instructions, and every day after.

To avoid cancelations, you can manage your booking online with our [Booking Amendment](#) tool. You can download this short guide "USA Booking-Rollover/Cancelation Policy" from

our website by visiting this [link](#). If you should have any questions, our teams at your [location](#), will be looking forward to assisting you with your individual situation.

Best regards,



**Maria-Fernanda**

from our Customer Communications  
team

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