

# Shipping from the US? Here's an update on the booking roll-over and cancellation policy

You spoke and we listened. With your feedback concerning our [48-hour Rule](#) and the related supply chain challenges, we have revised our policy to assist your cargo planning. For your cargo planning, please keep in mind that the following update applies to bookings made in our Atlanta office, but it does not affect bookings made in our Long Beach office.

## The Policy Change:

We have observed the new policy's impact per port and have taken into consideration your feedback and challenges. After reviewing the performance and impact at a detailed level, we have adjusted the timing for cancellation of bookings without gate activity in selected ports to 24 hours before the FCL cutoff for gate-out empty activity and only applicable for Merchant Haulage port moves.

Please see below the guidelines concerning this change:

- Customers with Shipper Pools, Reefers, Special Cargo, Quick Quote Spot Bookings, and Dangerous Cargo will remain exempt from these policies.

We expect that this will improve the export coordination for our customers in the selected locations. This will help maximizing our vessels' utilization to keep containers moving and reduce congestion at the terminals.

Our [Booking Roll Over](#) process will remain unchanged, and is subject to the following:

- Shipments with container activity that are missing any of the following: shipping instructions, dangerous cargo declaration, customs information (AES/ITN).
  - Terminal costs, including storage, will be invoiced accordingly when the above mentioned is not provided by the intended documentation cutoff.
- Inland shipments with container activity that missed the inland cutoff and are therefore expected to miss the port cutoff.
- To allow gated-in containers to load, the booking can be split in two. This allows one portion of the booking's gated-in containers at the terminal to load on the scheduled vessel, and the remaining containers to follow on the next available vessel. Please keep in mind that this process is applicable for non-Quick Quote Spot bookings only.

To assist you, we will continue to send reminder notifications 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.

You can manage your booking online to avoid cancellations with our [Booking Amendment](#) tool. You can download this short guide, "USA Booking-Rollover/Cancellation Policy," from our website by visiting this [link](#). If you have any questions, our team at your [location](#) will look forward to assisting you with your individual situation.