OCEMA Recommended Best Practice for
Detention and Demurrage Dispute Resolution Processes

The members of the Ocean Carrier Equipment Management Association ("OCEMA") recognize the desirability for clarity, simplification, and accessibility regarding ocean carrier detention and demurrage dispute resolution practices with regard to shippers.

In an effort to provide greater transparency, OCEMA members support including the following in their detention and demurrage rules:

i) Points of contact for shippers to use for detention and demurrage disputes (names, phone numbers, e-mail addresses).

ii) A description of what information is required to be provided by the shipper in order to make a detention and/or demurrage dispute claim.

iii) Defined timeframes in which a dispute must be raised and within which a response is to be provided .

iv) Individual OCEMA members' dispute resolution processes webpages to be linked to the OCEMA website – www.ocema.org.

This is a recommended best practice for general dispute resolution processes for detention and demurrage billed in the U.S. for containers moving by sea via U.S. ports between the U.S. and foreign countries.

NOTE: This best practice applies to disputes with shippers doing business with OCEMA members. Nothing in this OCEMA Best Practice shall be construed to direct or guide a member as to a member's business arrangements with motor carriers with regard to dispute resolution processes for detention and demurrage. Each member shall determine in its exclusive individual discretion what business arrangements it will make with its motor carriers.