

## C4 Storage Model – Customer FAQ

### ◆ 1. What is the difference between Storage and Demurrage/Detention?

**Answer:** Storage (STE) and Demurrage/Detention (D&D) are different charges:

- **Storage (STE):** Applies while the container is inside the terminal
- **D&D:** Applies when the container is outside the terminal

They are independent and follow different rules and free time conditions.

### ◆ 2. Why am I being charged Storage if I still have free time for D&D?

**Answer:** Storage does **not use or consume D&D free time**.

Each concept has its own free time and charging logic.

### ◆ 3. Why is Storage appearing as Demurrage in the invoice?

**Answer:** Currently, due to system limitations, Storage may appear under Demurrage naming. However, it is still **Storage (STE)** and follows its own rules.

This will be updated to show clearly as Storage once system enhancements are completed.

### ◆ 4. When did these charges start applying?

**Answer:**

- **Spot cargo:** Effective for arrivals from April
- **Contract cargo:** Applies from contract renewal

### ◆ 5. What period does Storage cover?

**Answer:** Storage is calculated from:

- **Start:** Gate-in full container into terminal
- **End:** Gate-out full container from terminal

### ◆ 6. Can I use my D&D free time for Storage?

**Answer:** No. Storage and D&D are separate concepts.

Free time for D&D does not apply to Storage.

### ◆ 7. Can Storage charges be negotiated?

**Answer:** No. Storage is based on a **standardized regional tariff** and is not negotiable.

Only additional free time can be granted via formal contract agreements (DTI / FT EXT).

### ◆ 8. Can I request additional free days for Storage?

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**Answer:** Yes, but only:

- Through a **contract** (DTI / FT EXT)
- With proper approval

For **spot shipments**, additional free days are not applicable.

## ◆ 9. Why am I paying Storage to Maersk and also to the terminal?

**Answer:** Storage is split into two possible components:

- **Container storage** → billed by Maersk
- **Cargo storage** → in some terminals, billed directly by the terminal

This depends on local terminal setup. The model is being standardized progressively.

## ◆ 10. Will everything be billed under one single concept?

**Answer:** That is the target model.

Currently:

- Some terminals already apply a **fully unified charge**
- Others still have **separate cargo storage charges**

## ◆ 11. Does Storage include electricity for reefer containers?

**Answer:** Yes. Storage includes:

- Plug-in
- Monitoring
- Electricity consumption

! Exception:

- Nicaragua imports → electricity is still paid directly to the terminal

## ◆ 12. Why am I still seeing electricity charges separately?

**Answer:** Separate electricity charges should no longer apply in most locations.

If they appear, it may be due to:

- Transition issues
- Local terminal processes

Please raise the case for validation.

## ◆ 13. What happens if the delay is caused by the carrier?

**Answer:** If the delay is **carrier-related** (e.g. vessel delay, omission):

- The system recalculates the days
- A **waiver or adjustment is applied automatically**

Only customer-responsible days are charged.

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#### ◆ 14. Does this also apply to import shipments?

**Answer:** Yes, but conditionally.

For imports:

- Charges apply normally
- However, if a **carrier-related issue is confirmed**, compensation will be applied via:
  - System adjustment, or
  - Controlled waiver

#### ◆ 15. How are Storage days calculated?

**Answer:** Days are calculated based on:

- Terminal events (gate-in / gate-out)
- Applicable free time

Charging starts once free time is exceeded.

#### ◆ 16. Can I get a detailed breakdown of Storage charges?

**Answer:** Yes. The invoice includes:

- Charging period (from / to dates)
- Number of chargeable days

#### ◆ 17. What happens if I am charged incorrectly?

**Answer:**

- Calculation or tariff issues → handled by GSC/CX
- Contract conditions not respected → escalated for review

All corrections follow a **controlled and auditable process**.

#### ◆ 18. Who approves waivers?

**Answer:** Waivers are:

- Mainly **system-driven**
- Based on predefined rules (e.g. carrier delays)

Manual exceptions are strictly controlled and limited.

#### ◆ 19. Where is Storage applied if cargo is discharged in a different country?

**Answer:** Storage is applied based on:

- The **terminal of discharge**

Rates follow a country-level standardized tariff.

#### ◆ 20. Why was this new Storage model introduced?

**Answer:** The model was introduced to:

- Simplify charging structure
  - Standardize tariffs across terminals
  - Recover actual operational costs
  - Improve transparency and consistency
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