

RATES AND DEMURRAGE AND/OR DETENTION  
SURCHARGES HOUSEHOLD GOODS SHIPMENT INQUIRIES  
CIVIL PENALTY DEMAND LETTERS  
NOTI SHIPMENT  
LICENSING  
ISSUES CRUISE LINE PASSENGER INQUIRIES AND COMPLAINTS  
DELAYS  
SERVICE EQUIPMENT ISSUES  
ISSUES CARGO LOSS OR DAMAGE  
RATES AND DEMURRAGE AND/OR DETENTION  
SURCHARGES HOUSEHOLD GOODS SHIPMENT INQUIRIES  
CIVIL PENALTY DEMAND LETTERS  
NOTI SHIPMENT  
LICENSING  
ISSUES CRUISE LINE PASSENGER INQUIRIES AND COMPLAINTS  
DELAYS  
SERVICE EQUIPMENT

[WWW.FMC.GOV](http://WWW.FMC.GOV)



**Federal Maritime Commission**  
CONSUMER AFFAIRS & DISPUTE RESOLUTION SERVICES

### Contact Information

CADRS staff is available to assist parties Monday through Friday between 8 a.m. to 6 p.m. eastern time.

To request ADR services, please contact CADRS:

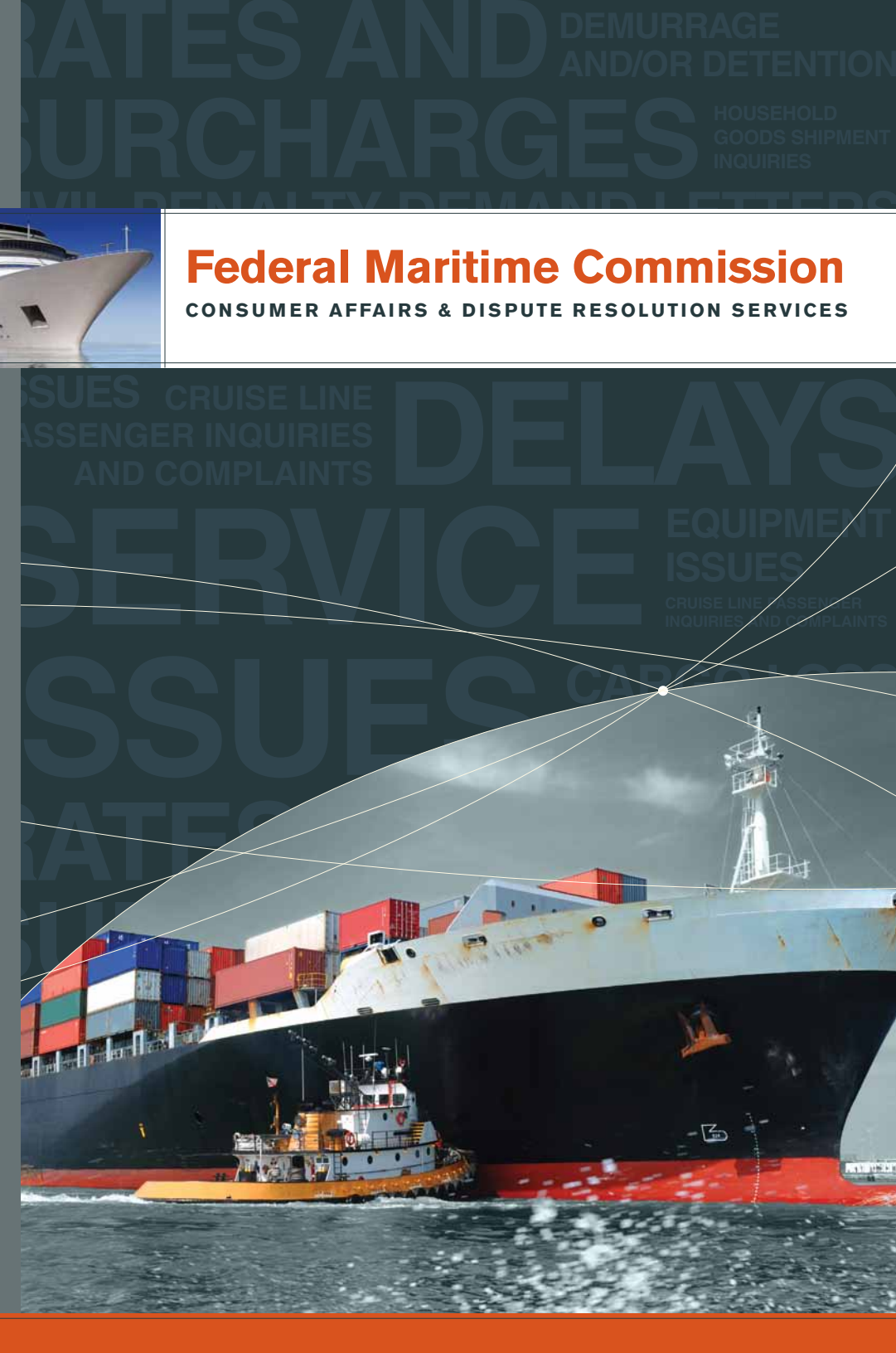
(866) 448-9586 (toll free)

(202) 523-5807 (local)

(202) 275-0059 (fax)

[complaints@fmc.gov](mailto:complaints@fmc.gov)

For additional information, please visit: [http://www.fmc.gov/bureaus\\_offices/consumer\\_affairs\\_and\\_dispute\\_resolution\\_services.aspx](http://www.fmc.gov/bureaus_offices/consumer_affairs_and_dispute_resolution_services.aspx)





## ADR Services

ADR consists of a variety of methods used to resolve disputes in the quickest and least expensive way. ADR avoids litigation and minimizes disruption to parties' businesses.

Interested parties should consult with CADRS staff to discuss potential ADR options. CADRS will then contact the other disputing party(ies) to discuss ADR options and participation. Parties may choose for themselves whichever ADR process they prefer. ADR services include but are not limited to:

**Ombuds Services:** An informal process where CADRS works with parties on a confidential basis at the onset of a dispute to facilitate an acceptable solution.

**Mediation:** A voluntary and confidential process where a third party neutral (CADRS) assists parties in finding a mutually acceptable solution. Mediation is especially useful for parties with ongoing commercial relationships that wish to maintain their relationship during and after the dispute resolution process. Parties can use mediation to maintain existing agreements or to explore new and more workable arrangements that meet the distinct needs of the parties.

**Arbitration:** Sometimes referred to as "binding arbitration," a confidential and quick adjudicative process where a selected arbitrator issues a binding decision based on the parties' submissions and presentations.

## Consultation and Outreach

**Consultation:** CADRS staff is available to answer general inquiries regarding Federal Maritime Commission programs and responsibilities, as well as general questions about international ocean shipping practices.

**Training and Presentations:** CADRS staff is available for presentations at meetings, briefings, training sessions, and conferences, regarding commercial and regulatory considerations inherent in ocean shipping. CADRS staff is also available to provide educational presentations and training on the use of ADR to resolve commercial shipping disputes.

## Creative and Innovative Dispute Resolution...

The Office of Consumer Affairs & Dispute Resolution Services (CADRS) provides Alternative Dispute Resolution (ADR) services to parties engaged in commercial or regulatory disputes involving the international transportation of goods by ocean vessel. CADRS also assists cruise line passengers that embark in the U.S. and experience problems.

Any individual who has a question, concern, or complaint related to the U.S./ foreign ocean transportation of commercial or personal cargo and people may contact CADRS for assistance.

## Problems Addressed

CADRS staff consists of experienced mediators and other ADR practitioners who regularly address various types of disputes. Examples include:

- Service Contract disputes
- rates and surcharges
- demurrage and/or detention
- shipment delays
- cargo loss or damage
- service issues
- equipment issues
- Ocean Transportation Intermediary (OTI) licensing issues
- household goods shipment inquiries
- cruise line passenger inquiries and complaints
- civil penalty demand letters
- cargo rolling
- "phantom bookings"



## Benefits of Using CADRS

Parties that use CADRS enjoy several benefits, including:

- Confidentiality
- Flexibility
- Experienced mediators and arbitrators
- Avoidance of costly litigation
- Preservation of commercial relationships
- Single forum to address multiple issues
- Collaborative and creative real time solutions

## Costs for ADR Services

There is no charge for Commission- provided ADR Services or the use of Commission facilities.

