



MSC PORT LIST

(Click this link to see MSC Port List for your reference)

EXPORT CUSTOMER SERVICE

General Email	Scope	POL	Region	PIC	Escalation 1	Escalation 2	Escalation 3
id012-cs.transpacific@msc.com (+6221 50805000)			USA and Canada (Port List)	Audrie Samudra Dean Alfari Kezia Frederica Vania Iltona Crestella Sinaga Yeni Rahmawati (+6221 50805000 EXT: 209) COD: Vianny Disendrea (EXT: 329) Early Pickup: Vianny Disendrea (EXT: 329) Shanny Elisa (EXT: 330)	Kiki Iman Nababan (+6221 50805000 EXT: 310)		
id012-cs.europe@msc.com (+6221 50805000)	Customer Service Export Booking submission, BC release, Booking amendment, Booking cancellation, AMS/ACI. Schedule inquiry / Service routing Please refer to MSC.COM , mymsc.com COD COD request and information Early Pick Up Inquiry for early pick up in depo	ALL POL (Jakarta, Surabaya, Semarang, Belawan, Panjang, Palembang, Padang, Makassar, Batam)	Europe, Mediterranean, North Africa and Red Sea	Aldino Nugraha Angga Setiawan Novita Sriwahyuni Stenlee Rollandiaz (+6221 50805000 EXT: 205) COD: Vianny Disendrea (EXT: 329) Early Pickup: Vianny Disendrea (EXT: 329) Shanny Elisa (EXT: 330)	Andri Yoga Rinaldi (+6221 50805000 EXT: 322)	Mifdal Rasyid Ridha mifdal.ridha@msc.com (+6221 50805000 EXT: 316)	Johen Gultom johen.gultom@msc.com (+6221 50805000 EXT: 200) DID : +6221 50805030
id012-cs.continent@msc.com (+6221 50805000)			South/East/West Africa, Latin America, Middle East, India, Pakistan, Srilanka, Intra Asia, Australia, New Zealand	Ahmad Faikar Abram Natannael Muhammad Ghifari Orry Pamungkas Yoki Ardianto (+6221 50805000 EXT: 207) COD: Vianny Disendrea (EXT: 329) Early Pickup: Vianny Disendrea (EXT: 329) Shanny Elisa (EXT: 330)	Listya Irawati (+6221 50805000 EXT: 317)		
id012-cs.mymscsupport@msc.com	myMSC Inquiry for myMSC registration, account activation and access for customer	All POL	ALL Region	Vianny Disendrea (+6221 50805000 EXT: 329)	Annisa Hanifah (+6221 50805000 EXT: 313)		

CARGO READINESS

General Email	Scope	POL	Region	PIC	Escalation 1	Escalation 2
id012-id.cargoreadiness@msc.com	VGM, Extend Closing, Early Stacking, Missing SI & PEB Inquiries related to VGM submission via mymsc.com or intrra, Extend CY Closing, Early CY Stacking, missing SI & PEB	All POL	All Region	Sri Yasmin sri.yasmin@msc.com (+62 21 50805000 EXT: 429)	Nanang Febrianto nanang.febrianto@msc.com (+6221-50805000 EXT: 430)	Nur Kahfi nur.kahfi@msc.com (+6221-50805000 EXT: 214)

IMPORT CUSTOMER SERVICE

General Email	Scope	POL Region	POD	PIC	Escalation 1
ld012-cs.import@msc.com	Import General Inquiries	All Region	All POD	Athira Arie (+62 21 50805000 EXT: 354) athira.arie@msc.com	Albri Ramos (+6221 50805000 EXT : 355) albri.ramos@msc.com

IMPORT COMMERCIAL

General Email	Scope	POL Region	POD	PIC	Escalation 1	Escalation 2	Escalation 3
ld012-mscidjktimports@msc.com	Rate inquiry Value-Added Services Inquiry : Intermodal, Insurance, Temporary Storage, eBL, E-Commerce, other Value-Added Services Please try MSC Instant Quote via mymsc.com for instant rate quotation.	All Region	Jakarta (+62 21 50805000)	Dita Ariani (EXT: 357) Ade Putra (EXT:359) Athira Arie (EXT: 354) Firtia Mayadah (EXT: 356)	Ade Putra (+62 21 50805000 EXT: 359) ade.putra@msc.com	Dita Ariani (+62 21 50805000 EXT: 357) dita.ariani@msc.com	Albri Ramos (+6221 50805000 EXT : 355) albri.ramos@msc.com
ld012-importsales@msc.com			Surabaya (+62 31 99001919)	Dewi Arumdani (EXT: 120)			
			Semarang (+62 24 86006000)	Sri Widiastuti (EXT: 116)			
			Belawan (+62 61 4518583)	Maya Ardani (EXT: 402)			
			Panjang / Palembang (+62 721 9300200)	Dedy Nurhanafiah (EXT: 200)			

EXPORT DOCUMENTATION

General Email	Scope	POL	Region	PIC	Escalation 1	Escalation 2
id012-doc.transpacific@msc.com (+6221 50805000) (WhatsApp: 0815 1416 3512 (Chat only))	Final Shipping Instruction, BL SI submission, draft BL, amendment draft BL *Shipping Instruction Cut-Off = 2 calendar days prior to vessel ETD at 3:00pm . Please refer to MSC website https://www.msc.com/search-schedules Switch BL, Telex Release, Lost BL If customer request for switch BL, Telex Release or Lost BL	ALL POL (Jakarta, Surabaya, Semarang, Belawan, Panjang, Palembang, Padang, Makassar, Batam.	USA and Canada	Reza Ardiansyah Aji Husaini SyahJimmy Maslow Agung Pramono Jusak Marbun (+6221 50805000 EXT: 217)	Ahmad Aini (+6221 50805000 EXT: 453)	Deni deni.id@msc.com (+6221 50805000 EXT :218) DID: +6221 50805001
id012-doc.europe@msc.com (+6221 50805000) (WhatsApp: +62 815-1416-3514 (Chat only))			Europe, Mediterranean, North Africa and Red Sea	Cut Maulina Edo Neval Siti Hasanah Rifqi Adiputra (+6221 50805000 EXT: 213)	Budi Teguh (+6221 50805000 EXT: 472)	
id012-doc.continent@msc.com (+6221 50805000) Whatsapp: +62 815-1416-3513 (Chat only)			South/East/West Africa, Latin America, Middle East, India, Pakistan, Srilanka, Intra Asia, Australia, New Zealand	Muhammad Ramdany Zaki Jasir Julfikar Ramadhan Mhd. Ilham AL-Halim Jesica Asteria (+6221 50805000 EXT: 215)	Muhammad Najib (+6221 50805000 EXT: 466)	

IMPORT DOCUMENTATION

General Email	Scope	Region	POD	PIC	Escalation 1	Escalation 2	Escalation 3
jd012-import.doc@msc.com	<p>Arrival Notice (NOA) Inquiries relate to arrival notice.</p> <p>Shipment Status BL Status, ETA (Please refer to MSC.COM), Connecting vessel from t/s port and to outports.</p> <p>Manifest Inquiries relate to import manifest, telex release status, tick console, redress.</p> <p>Re-print BL / Surat Keterangan Request inquiries of BL printing, statement letter for clearance purpose.</p> <p>Import DO Issuance inquiries of DO release, free time / DO Validity, and DO related issue.</p>	All Region	Jakarta	<p>General Email: id012-import.doc@msc.com</p> <p>Manifest/Surat Keterangan: ID012-customs.manifest@msc.com & id012-import.doc@msc.com</p> <p>NOA/ETA/Shipment-BL Status: id012-import.doc@msc.com</p> <p>DO/Print BL: ID012-import.countersupport@msc.com; & id012-import.doc@msc.com</p>	<p>Achmad Asnan achmad.asnan@msc.com +6221-50805000 ext: 436</p>	<p>Thomas Filipi thamas.filipi@msc.com +6221-50805000 ext: 435</p>	<p>Deni deni.id@msc.com +6221-50805000 ext: 218</p>
			Surabaya	<p>General Email: id012-import.doc@msc.com</p> <p>DO/Print BL: ID012-import.countersupport@msc.com</p>			
			Semarang	<p>General Email: id012-import.doc@msc.com</p> <p>DO/Print BL: ID012-import.countersupport@msc.com</p>			
			Belawan	<p>General Email: id012-import.doc@msc.com</p> <p>DO/Print BL: ID012-import.countersupport@msc.com</p>			
			Panjang	<p>General Email: id012-import.doc@msc.com</p> <p>DO/Print BL: ID012-import.countersupport@msc.com</p>			
			Palembang	<p>suhendri@samudera.id msc.plm@samudera.id</p>			
			Makassar	<p>nurwahidah@sblogistik.com cs.mks@sblogistik.com alياهو.mks@sblogistik.com</p>			
			Padang	<p>roni.helyadi@meratusline.com cahyadi.hiunardi@meratusline.com citra.kinanty@meratusline.com purjiyatno.purjiyatno@meratusline.com</p>			
			Perawang	<p>yandra.yan@samudera.id abenk.samponi@samudera.id imnaldi@samudera.id tedi.firdaus@samudera.id suhendri@samudera.id</p>			
			Batam	<p>yustisi.tarigan@samudera.id edward.takapente@samudera.id replan.mansyur@samudera.id sri.utami@samudera.id edelis.ginting@samudera.id</p>			

COUNTER SUPPORT

General Email	Scope	POL & POD	Region	PIC	Escalation 1	Escalation 2
jd012-export.countersupport@msc.com	BL Release Certificate Request Telex Release	All POL & POD	All Region	Abdul Shidiq (+6221-50805000 EXT: 475)	Syafiq Hibatullah syafiq.hibatullah@msc.com (+6221-50805000 EXT: 474)	Deni deni.id@msc.com (+6221-50805000 EXT: 218)

INVOICE

General Email	Scope	POL & POD	Region	PIC	Escalation 1	Escalation 2	Escalation 3
jd012-mscidjkt.expinvoice@msc.com	Invoice issuance	Jakarta	All Region	Export Invoice Issuance: 1. Anggi (+6221 50805000 Ext 393) 2. Wulan (+6221 50805000 Ext 394) 3. Fathan (+6221 50805000 Ext 392) Import Invoice Issuance: 1. Dahlia (+6221 50805000 Ext 398) 2. Ainun (+6221 50805000 Ext 389) 3. Fathan (+6221 50805000 Ext 392)	fita.kamsahamita@msc.com (+62 21 50805000 Ext. 395)	frederick.meluk@msc.com (+62 21 50805000 Ext. 397)	herryanto.tan@msc.com (+62 21 50805000 Ext. 208)
jd012-mscidjkt.impinvoice@msc.com		Jakarta	All Region				
jd012-mscidblw.invoice@msc.com	Invoice issuance	Belawan	All Region	Export Invoice Issuance: 1. Debi (+6221 50805000 Ext. 396) 2. Wulan (+6221 50805000 Ext. 394) Import Invoice Issuance: 1. Novi (+6221 50805000 Ext. 391) 2. Dahlia (+6221 50805000 Ext. 398)			
jd012-mscidserg.invoice@msc.com	Invoice issuance	Semarang	All Region	Export & Import Invoice Issuance: 1. Wulan (+6221 50805000 Ext. 394) 2. Debi (+6221 50805000 Ext. 396)			
jd012-mscidsub.invoice@msc.com	Invoice issuance	Surabaya	All Region	Export & Import Invoice Issuance: 1. Ainun (+6221 50805000 Ext. 389) 2. Novi (+6221 50805000 Ext. 391)			
jd012-mscidpnj.invoice@msc.com	Invoice issuance	Panjang	All Region	Export & Import Invoice Issuance: 1. Fathan (+6221 50805000 Ext 392) 2. Novi (+6221 50805000 Ext 391)			
jd012-mscidpmg.invoice@msc.com	Invoice issuance	Palembang	All Region	Export & Import Invoice Issuance: Novi (+6221 50805000 Ext 391)			
jd012-mscidoutports.invoice@msc.com	Invoice issuance	Perawang Padang Makassar Batam Jambi	All Region	Perawang (Export/Import) Invoice Issuance: Rahmi (+6221 50805000 Ext. 401) Padang & Makassar (Export/Import) Invoice Issuance: Fathan (+6221 50805000 Ext 392) Batam Export & Import Invoice Issuance: Anggi (+6221 50805000 Ext. 393) Jambi (Export / Import) Invoice Issuance Rahmi (+6221 50805000 Ext. 401)			
jd012-mscidjktelsewhere.invoice@msc.com	Invoice issuance	Elsewhere	All Region	Invoice Issuance & Verification Payment: Wulan (+6221 50805000 Ext. 394)			

VERIFICATION PAYMENT AND ACCOUNT RECEIVABLE (AR) OUTSTANDING FOLLOW UP (CREDIT CUSTOMER)

General Email	Scope	POL & POD	Region	PIC	Escalation 1	Escalation 2	Escalation 3
jd012-ar.credit@msc.com	Verification Payment Export & Import, AR Outstanding Follow Up	All POL & POD	All Region	Invoice Dispute (Credit Customer): 1. Andina (+6221 50805000 Ext. 399) 2. Topari (+6221 50805000 Ext. 402) 3. Fathan(+6221 50805000 Ext. 400)	andina.khairunnisa@msc.com (+62 21 50805000 Ext 399)	frederick.meluk@msc.com (+62 21 50805000 Ext. 397)	herryanto.tan@msc.com (+62 21 50805000 Ext. 208)

VERIFICATION PAYMENT AND ACCOUNT RECEIVABLE (AR) OUTSTANDING FOLLOW UP (NON-CREDIT CUSTOMER)

General Email	Scope	POL & POD	Region	PIC	Escalation 1	Escalation 2	Escalation 3
ld012-kt.fincountersupport@msc.com	Verification Payment Export & Import	Jakarta	All Region	1. Eviyanti (+6221 50805000 Ext.477) 2. Safitri (+6221 50805000 Ext. 415)	siti.rohyani@msc.com (+62 21 50805000 Ext 412)	frederick.meluk@msc.com (+62 21 50805000 Ext. 397)	herryanto.tan@msc.com (+62 21 50805000 Ext. 208)
	AR Outstanding Follow Up			1. Diva (+6221 50805000 Ext. 416) 2. Yani (+6221 50805000 Ext. 412)			
ld012-sub.fincountersupport@msc.com	Verification Payment Export & Import	Surabaya	All Region	1. Mieko (+6221 50805000 Ext. 414) 2. Diva (+6221 50805000 Ext. 416) 3. Rozi (+62 31 99001919 Ext. 114)			
	AR Outstanding Follow Up			1. Diva (+6221 50805000 Ext. 416) 2. Yani (+6221 50805000 Ext. 412)			
ld012-srg.fincountersupport@msc.com	Verification Payment Export & Import	Semarang	All Region	1. Anton (+6224 86006000 Ext.200) 2. Diva (+6221 50805000 Ext. 416)			
	AR Outstanding Follow Up			1. Diva (+6221 50805000 Ext. 416) 2. Yani (+6221 50805000 Ext. 412)			
ld012-pnj.fincountersupport@msc.com	Verification Payment Export & Import	Panjang	All Region	1. Yesi (+62 7219300200 Ext 200) 2. Mieko (+6221 50805000 Ext. 414)			
	AR Outstanding Follow Up			1. Diva (+6221 50805000 Ext. 416) 2. Yani (+6221 50805000 Ext. 412)			
ld012-blw.fincountersupport@msc.com	Verification Payment Export & Import	Belawan	All Region	1. Yuni (+6261 4518583 Ext. 504) 2. Mieko (+6221 50805000 Ext. 414)			
	AR Outstanding Follow Up			1. Diva (+6221 50805000 Ext. 416) 2. Yani (+6221 50805000 Ext. 412)			
ld012-outport.fincountersupport@msc.com	Verification Payment Export & Import	Outport	All Region	1. Mieko (+6221 50805000 Ext. 414) 2. Diva (+6221 50805000 Ext. 416)			
	AR Outstanding Follow Up			1. Diva (+6221 50805000 Ext. 416) 2. Yani (+6221 50805000 Ext. 412)			

DEMURRAGE AND DETENTION

General Email	Scope	POL	Region	PIC	Escalation 1
ld012-id.dnd@msc.com	Container rental, detention and demurrage	ALL POL	All Region	lorenzo.id@msc.com (+6221 50805000 EXT. 381)	maria.id@msc.com (+6221 50805000 EXT. 206)

REFUND

General Email	Scope	POL & POD	Region	PIC	Escalation 1
ld012.finance.refund@msc.com	Refund Deposit	All POL & POD	All Region	novita.susilorini@msc.com (+6221 50805000 EXT. 408)	muhammad.firdaus@msc.com (+6221 50805000 EXT. 404)
	Refund Over Payment	All POL & POD	All Region	safitri.lubis@msc.com (+6221 50805000 EXT. 415) eviyanti.simanjuntak@msc.com (+6221 50805000 EXT. 477)	frederick.meluk@msc.com (+6221 50805000 EXT. 397)

TAX

General Email	Scope	POL	Region	PIC	Escalation 1	Escalation 2
ld012-faktur.pajak@msc.com	Tax or VAT Invoice	ALL POL	All Region	firjatillah.azari@msc.com (+6221 50805000 EXT. 413)	henly.purba@msc.com (+6221 50805000 EXT. 411)	maria.id@msc.com (+6221 50805000 EXT. 206)

CLAIMS

General Email	Scope	POL & POD	Regions	PIC	Escalation 1	Escalation 2
ldn-claims@msc.com	Claim	All POL & POD	All Regions	Rafi Permana (+62 21 50805000 EXT: 419) rafi.permana@msc.com	Eza Arista (+62 21 50805000 EXT: 420) eza.arista@msc.com	Hanna Tazkiya (+62 21 50805000 EXT: 210) hanna.tazkiya@msc.com

LOGISTIC & INTERMODAL

General Email	Scope	POL	Region	PIC	Escalation 1	Escalation 2
id012-id.logistics@msc.com	Container inventory, Depot, Droff off, Etc	ALL POL		Dewa Dinata dewa.dinata@msc.com (+62 2150805000 EXT: 449)		
		Jakarta		Dewa Dinata dewa.dinata@msc.com (+62 2150805000 EXT: 449)		
		Surabaya		Galuh Nifar galuh.nifar@msc.com (+62 3199001919 EXT: 124)		
		Semarang		Sunarno sunarno.id@msc.com (+62 247617676 EXT: 127)		
		Belawan		Syafrizal syafrizal.id@msc.com (+62 614518583 EXT: 601)		
		Panjang		Eka Rini eka.rini@msc.com (+62 7219300200 EXT: 103)		
id012-id.logsolutions@msc.com	Intermodal, Proliner	ALL POL		Raihan Jannathan raihan.jannathan@msc.com (+62 2150805000 EXT: 445)	Olaf Narahawarin (+62 2150805000 EXT: 447)	Fitra Nugraha (+62 2150805000 EXT: 216)
		Jakarta		Raihan Jannathan raihan.jannathan@msc.com (+62 2150805000 EXT: 445)		
		Surabaya		Galuh Nifar galuh.nifar@msc.com (+62 3199001919 EXT: 124)		
		Semarang		Sunarno sunarno.id@msc.com (+62 247617676 EXT: 127)		
		Belawan		Syafrizal syafrizal.id@msc.com (+62 614518583 EXT: 601)		
		Panjang		Eka Rini eka.rini@msc.com (+62 7219300200 EXT: 103)		
id012-id.mnr@msc.com	Container repair, Recovery	ALL POL		Irvan Setiyono irvan.setiyono@msc.com (+62 2150805000 EXT: 441)		
				Iputu Bendesa iputu.bendesa@msc.com (+62 2150805000 EXT: 444)		
				Stefhanus Rindu stefhanus.rindu@msc.com (+62 2150805000 EXT: 443)		

MSC Mediterranean Shipping Company SA,

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Mampang Prapatan JAKARTA 12710 - INDONESIA Tel 62 21 5080 5000

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