



## MSC PORT LIST

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### EXPORT CUSTOMER SERVICE

General Email	Scope	POL	Region	PIC	Escalation 1	Escalation 2
<a href="mailto:ld012-cs.transpacific@msc.com">ld012-cs.transpacific@msc.com</a> (+6221 50805000)	<b>Customer Service Export</b> Booking submission, BC release, Booking amendment, Booking cancellation, AMS/ACL.	ALL POL (Jakarta, Surabaya, Semarang, Belawan, Panjang, Palembang, Padang, Makassar, Batam)	USA and Canada (Port List)	Audrie Samudra Dean Alfaris Kezia Frederica Orry Syah Bayu Pamungkas (+6221 50805000 EXT: 209)  <b>COD:</b> Vianny Disendrea (EXT: 314)  <b>Early Pickup/Stacking, Extend Closing, VGM:</b> Shanny Elisa (EXT: 316)	Kiki Iman Nababan (+6221 50805000 EXT: 303)	Johen Gultom johen.gultom@msc.com (+6221 50805000 EXT: 200) DID : +6221 50805030
<a href="mailto:ld012-cs.europe@msc.com">ld012-cs.europe@msc.com</a> (+6221 50805000)	<b>Schedule inquiry / Service routing</b> Please refer to <b>MSC.COM</b> , mymsc.com  <b>COD</b> COD request and information  <b>Early Pick Up and Early Stacking, Extend closing</b> Inquiry for early pick up in depo and early CY stacking in terminal		Europe, Mediterranean, North Africa and Red Sea	Aditya Bagus Prasetya Arthur Basana Nanda Ilham Setiawan (+6221 50805000 EXT: 205)  <b>COD:</b> Vianny Disendrea (EXT: 314)  <b>Early Pickup/Stacking, Extend Closing, VGM:</b> Shanny Elisa (EXT: 316)	Andri Yoga Rinaldi (+6221 50805000 EXT: 318)	
<a href="mailto:ld012-cs.continent@msc.com">ld012-cs.continent@msc.com</a> (+6221 50805000)	<b>VGM</b> Inquiries related to VGM submission via mymsc.com or intra		South/East/West Africa, Latin America, Middle East, India, Pakistan, Srilanka, Intra Asia, Australia, New Zealand	Novita Sriwahyuni Vania Iltona Yoki Ardianto (+6221 50805000 EXT: 207)  <b>COD:</b> Vianny Disendrea (EXT: 314)  <b>Early Pickup/Stacking, Extend Closing, VGM:</b> Shanny Elisa (EXT: 316)	Listya Irawati (+6221 50805000 EXT: 317)	
<a href="mailto:ld012-cs.mymscsupport@msc.com">ld012-cs.mymscsupport@msc.com</a>	<b>myMSC</b> Inquiry for myMSC registration, account activation and access for customer		All Regions	ALL POL	Vianny Disendrea (+6221 50805000 EXT: 314)	

### IMPORT COMMERCIAL

General Email	Scope	POL Region	POD	PIC	Escalation 1	Escalation 2	Escalation 3
<a href="mailto:ld012-mscidjktimportsales@msc.com">ld012-mscidjktimportsales@msc.com</a>	<b>Rate inquiry</b> <b>Value-Added Services Inquiry :</b> Intermodal, Insurance, Temporary Storage, eBL, E-Commerce, other Value-Added Services  <b>Please try MSC Instant Quote via mymsc.com for instant rate quotation.</b>	All other Regions	Jakarta (+62 21 50805000)	Dita Ariani (EXT: 357) Mizaany Dhianti (EXT: 354) Firlia Mayadah (EXT: 356)	Mizaany Dhianti (+62 21 50805000 EXT: 354) mizaany.dhianty@msc.com	Dita Ariani (+62 21 50805000 EXT: 357) dita.ariani@msc.com	Albri Ramos (+6221 50805000 EXT: 355) albri.ramos@msc.com
<a href="mailto:ld012-importsales@msc.com">ld012-importsales@msc.com</a>			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))	<p><b>Final Shipping Instruction, BL</b> SI submission, draft BL, amendment draft BL</p> <p>*Shipping Instruction Cut-Off = 2 calendar days prior to vessel ETD at 3:00pm . Please refer to MSC website <a href="https://www.msc.com/search-schedules">https://www.msc.com/search-schedules</a></p> <p><b>Switch BL, Telex Release, Lost BL</b> If customer request for switch BL, Telex Release or Lost BL</p>	ALL POL (Jakarta, Surabaya, Semarang, Belawan, Panjang, Palembang, Padang, Makassar, Batam.	USA and Canada	Reza Ardiansyah SyahJimmy Maslow Rifqi Adiputra Jusak Marbun Hasna Ardianti (+6221 50805000 EXT: 217)	Ahmad Aini (+6221 50805000 EXT: 460)	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 Nevat Siti Hasanah Agung Pramono (+6221 50805000 EXT: 213)	Budi Teguh (+6221 50805000 EXT: 468)	
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 Ahmad Fathin Julfikar Ramadhan Reza Hidayat (+6221 50805000 EXT: 215)	Muhammad Najib (+6221 50805000 EXT: 461)	

**IMPORT DOCUMENTATION**

General Email	Scope	Region	POD	PIC	Escalation 1	Escalation 2	Escalation 3
<a href="mailto:id012-import.doc@msc.com">id012-import.doc@msc.com</a>	<p><b>Arrival Notice (NOA)</b> Inquiries relate to arrival notice.</p> <p><b>Shipment Status</b> BL Status, ETA (Please refer to MSC.COM), Connecting vessel from t/s port and to outports.</p> <p><b>Manifest</b> Inquiries relate to import manifest, telex release status, tick console, redress.</p> <p><b>Re-print BL / Surat Keterangan Request</b> inquiries of BL printing, statement letter for clearance purpose.</p> <p><b>Import DO Issuance</b> inquiries of DO release, free time / DO Validity.</p>	All Regions	Jakarta	<p><b>General Email:</b> id012-import.doc@msc.com</p> <p><b>Manifest/Surat Keterangan:</b> ID012-customs.manifest@msc.com &amp; id012-import.doc@msc.com</p> <p><b>NOA/ETA/Shipment-BL Status:</b> id012-import.doc@msc.com</p> <p><b>DO/Print BL:</b> ID012-import.countersupport@msc.com; &amp; id012-import.doc@msc.com</p>	Achmad Asnan achmad.asnan@msc.com +6221-50805000 ext: 436	Thamas Filipi thamas.filipi@msc.com +6221-50805000 ext: 435	Deni deni.id@msc.com +6221-50805000 ext: 218
			Surabaya	<p><b>General Email:</b> id012-import.doc@msc.com</p> <p><b>DO/Print BL:</b> ID012-import.countersupport@msc.com</p>			
			Semarang	<p><b>General Email:</b> id012-import.doc@msc.com</p> <p><b>DO/Print BL:</b> ID012-import.countersupport@msc.com</p>			
			Belawan	<p><b>General Email:</b> id012-import.doc@msc.com</p> <p><b>DO/Print BL:</b> ID012-import.countersupport@msc.com</p>			
			Panjang	<p><b>General Email:</b> id012-import.doc@msc.com</p> <p><b>DO/Print BL:</b> ID012-import.countersupport@msc.com</p>			

	and DO related issue.	Palembang	suhendri@samudera.id msc.plm@samudera.id
		Makassar	nurwahidah@sblogistik.com cs.mks@sblogistik.com alياهو.mks@sblogistik.com
		Padang	roni.helyadi@meratusline.com cahyadi.hiunardi@meratusline.com citra.kinanty@meratusline.com purjiyatno.purjiyatno@meratusline.com
		Perawang	yandra.yan@samudera.id abenk.samponi@samudera.id imnaldi@samudera.id tedi.firdaus@samudera.id suhendri@samudera.id
		Batam	yustisi.tarigan@samudera.id edward.takapente@samudera.id replan.mansyur@samudera.id sri.utami@samudera.id edelis.ginting@samudera.id

**COUNTER SUPPORT**

General Email	Scope	POL & POD	Region	PIC	Escalation 1	Escalation 2
<a href="mailto:ld012-export.countersupport@msc.com">ld012-export.countersupport@msc.com</a>	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)
<a href="mailto:ld012-import.countersupport@msc.com">ld012-import.countersupport@msc.com</a>	Delivery Order Request Extend DO Request	All POL & POD	All Region	Naufal Wijaya (+6221-50805000 EXT: 472)	Thomas Filipi thomas.filipi@msc.com (+6221-50805000 EXT: 435)	Deni deni.id@msc.com (+6221-50805000 EXT: 218)

**LOGISTIC & INTERMODAL**

General Email	Scope	POL	Region	PIC	Escalation 1	Escalation 2
<a href="mailto:ld012-id.logistics@msc.com">ld012-id.logistics@msc.com</a>	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	All Regions	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.dnd@msc.com	Container rental, detention and demurrage	ALL POL		Sri Yasmin sri.yasmin@msc.com (+62 2150805000 EXT: 446)		
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)		

**CLAIMS**

General Email	Scope	POL & POD	Regions	PIC	Escalation 1
<a href="mailto:idsn-claims@msc.com">idsn-claims@msc.com</a>	Claim	All POL & POD	All Regions	Rafi Permana (+62 21 50805000 EXT: 419)	Hanna Tazkiya (+62 21 50805000 EXT: 210)

**INVOICE**

General Email	Scope	POL & POD	Region	PIC	Escalation 1	Escalation 2	Escalation 3
<a href="mailto:ids012-mscidjktexpinvoic@msc.com">ids012-mscidjktexpinvoic@msc.com</a>	Invoice issuance Outstanding and Late Payment Payment Verification	Jakarta	All Region	<b>Export Invoice Issuance:</b> Ari Novianti (+62 21 50805000 Ext. 416) <b>Import Invoice Issuance:</b> Dahlia Meliara (+62 21 50805000 Ext. 414) <b>Outstanding and Late Payment:</b> Siti Rohyani (+62 21 50805000 Ext. 404) <b>Payment Verification:</b> Eviyanti (+62 21 50805000 Ext. 477) Safitri (+62 21 50805000 Ext. 406)			
<a href="mailto:ids012-mscidjktimpinvoic@msc.com">ids012-mscidjktimpinvoic@msc.com</a>		Jakarta	All Region				

<a href="mailto:ld012-mscidblwinvoice@msc.com">ld012-mscidblwinvoice@msc.com</a>	Invoice issuance Outstanding and Late Payment Payment Verification	Belawan	All Region	<b>Export Invoice Issuance:</b> Debi Pertiwi (+62 21 50805000 Ext. 412) <b>Import Invoice Issuance:</b> Dahlia Meliara (+62 21 50805000 Ext. 414) <b>Outstanding and Late Payment:</b> Siti Rohyani (+62 21 50805000 Ext. 404) <b>Payment Verification:</b> Yuni Shen (+6261 4518583 Ext.201) Mieko (+62 21 50805000 Ext. 406)	Fita Kamsahamita (+62 21 50805000 Ext. 413)	Frederick Meluk (+62 21 50805000 Ext. 411)	Herryanto Tan Wijaya (+62 21 50805000 Ext. 208)
<a href="mailto:ld012-mscidsgninvoice@msc.com">ld012-mscidsgninvoice@msc.com</a>	Invoice issuance Outstanding and Late Payment Payment Verification	Semarang	All Region	<b>Export &amp; Import Invoice Issuance:</b> Ainun Lutfiah (+62 21 50805000 Ext. 417 ) <b>Outstanding and Late Payment:</b> Siti Rohyani (+62 21 50805000 Ext. 404) <b>Payment Verification:</b> Anton Nugroho (+6224 86006000 Ext.200) Fathan Anshori (+62 21 50805000 Ext. 409)			
<a href="mailto:ld012-mscidsubininvoice@msc.com">ld012-mscidsubininvoice@msc.com</a>	Invoice issuance Outstanding and Late Payment Payment Verification	Surabaya	All Region	<b>Export &amp; Import Invoice Issuance:</b> Rahmi Wahyuni (+62 21 50805000 Ext. 418) <b>Outstanding and Late Payment:</b> Siti Rohyani (Ext. 404) <b>Payment Verification:</b> Mifthakur Rozi (+6231 99001919 EXT. 114) Mieko (+62 21 50805000 Ext. 406)			
<a href="mailto:ld012-mscidpnjininvoice@msc.com">ld012-mscidpnjininvoice@msc.com</a>	Invoice issuance Outstanding and Late Payment Payment Verification	Panjang	All Region	<b>Export &amp; Import Invoice Issuance:</b> Andina Khairunnisa (+62 21 50805000 Ext. 407) <b>Outstanding and Late Payment:</b> Siti Rohyani (+62 21 50805000 Ext. 404) <b>Payment Verification:</b> Yesi (+62721 9300200 Ext.200) Mieko (+62 21 50805000 Ext. 406)			
<a href="mailto:ld012-mscidpmginvoice@msc.com">ld012-mscidpmginvoice@msc.com</a>	Invoice issuance Outstanding and Late Payment Payment Verification	Palembang	All Region	<b>Export &amp; Import Issuance:</b> Lorenzo (+62 21 50805000 Ext 408) <b>Outstanding and Late Payment:</b> Siti Rohyani (+62 21 50805000 Ext. 404) <b>Payment Verification:</b> Mieko (+62 21 50805000 Ext. 406)			
<a href="mailto:ld012-mscidoutportsinvoice@msc.com">ld012-mscidoutportsinvoice@msc.com</a>	Invoice issuance Outstanding and Late Payment Payment Verification	Perawang Batam Padang Makassar	All Region	<b>Perawang (Export/Import) Invoice Issuance:</b> Andina Khairunnisa (+62 21 50805000 Ext. 407) <b>Padang &amp; Makassar (Export/Import) Invoice Issuance:</b> Lorenzo (+62 21 50805000 Ext 408) <b>Batam Export &amp; Import Invoice Issuance:</b> Ari Novianti (+62 21 50805000 Ext. 416) <b>Outstanding and Late Payment:</b> Siti Rohyani (+62 21 50805000 Ext. 404) <b>Payment Verification:</b> Mieko (+62 21 50805000 Ext. 406) Fathan Anshori (+62 21 50805000 Ext. 409)			
<a href="mailto:ld012-mscidiktelsewhereinvoice@msc.com">ld012-mscidiktelsewhereinvoice@msc.com</a>	Invoice issuance Outstanding and Late Payment Payment Verification	Elsewhere	All Region	<b>Invoice Issuance &amp; Payment Verification:</b> Topari (+62 21 50805000 Ext. 410)			

**INVOICE DISPUTE**

General Email	Scope	POL & POD	Region	PIC	Escalation 1	Escalation 2	Escalation 3
<a href="mailto:ld012.invoice.dispute@msc.com">ld012.invoice.dispute@msc.com</a>	Invoice Dispute	All POL & POD	All Region	<b>Invoice Dispute (Credit Customer):</b> Topari (+62 21 50805000 Ext. 410) Andina (+62 21 50805000 Ext. 407)  <b>Invoice Dispute (Non Credit Customer):</b> Please refer to Invoice Issuance Person in Charge as above	Fita Kamsahamita (+62 21 50805000 Ext. 413)	Frederick Meluk (+62 21 50805000 Ext. 411)	Herryanto Tan Wijaya (+62 21 50805000 Ext. 208)

**FINANCE REFUND**

General Email	Scope	POL & POD	Region	PIC	Escalation 1
<a href="mailto:jd012.finance.refund@msc.com">jd012.finance.refund@msc.com</a>	Refund Deposit	All POL & POD	All Region	Suryani Anggraeni (+6221 50805000 EXT. 291)	Novita Susilorini (+6221 50805000 EXT. 389)
	Refund Over Payment	All POL & POD	All Region	Safitri Lubis (+6221 50805000 EXT. 403) Eviyanti Simanjuntak (+6221 50805000 EXT. 477)	Frederick Meluk (+6221 50805000 EXT. 411)

**TAX**

General Email	Scope	POL	Region	PIC	Escalation 1	Escalation 2
<a href="mailto:jd012-faktur.pajak@msc.com">jd012-faktur.pajak@msc.com</a>	Tax or VAT Invoice	ALL POL	All Region	Pirja (+6221 50805000 EXT. 395) tax.officer@msc.com	Henly (+6221 50805000 EXT. 393) henly.purba@msc.com	Maria (+6221 50805000 EXT. 206 ) maria.id@msc.com

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 Mampang Prapatan JAKARTA 12710 – INDONESIA Tel 62 21 5080 5000