

### 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
<a href="mailto:td012-cs.transpacific@msc.com">td012-cs.transpacific@msc.com</a> (+62 21 30942920)			USA and Canada (Port List)	Audrie Samudra Pattiruhu Guinevere Gwyn Santi Madya Novita Yeni Rahmawati Yoki Ardianto (+62 21 30942920)  COD: Samuel  Early Pickup: Samuel Shanny Elisa Sinaga	Kiki Iman Nababan ( <a href="mailto:kiki.imannababan@msc.com">kiki.imannababan@msc.com</a> ) <b>Team Leader</b>		
<a href="mailto:td012-cs.europe@msc.com">td012-cs.europe@msc.com</a> (+62 21 30942920)	<b>Customer Service Export</b> Booking submission, BC release, Booking amendment, Booking cancellation, AMS/ACI.  <b>Schedule inquiry / Service routing</b> Please refer to <b>MSC.COM</b> , <a href="http://mymsc.com">mymsc.com</a>  <b>COD</b> COD request and information  <b>Early Pick Up</b> 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	Fauzan Abdi Rafdi Muhammad Rafly Novita Sriwahyuni Vania Ilona Sinaga (+6221 30942920)  COD: Samuel  Early Pickup: Samuel Shanny Elisa Sinaga	Andri Yoga Rinaldi ( <a href="mailto:andri.rinaldi@msc.com">andri.rinaldi@msc.com</a> ) <b>Team Leader</b>	Mifdal Rasyid Ridha ( <a href="mailto:mifdal.ridha@msc.com">mifdal.ridha@msc.com</a> ) <b>Senior Supervisor</b>	Johen Gultom ( <a href="mailto:johen.gultom@msc.com">johen.gultom@msc.com</a> ) DID : +62 21 30942932 <b>Manager</b>
<a href="mailto:td012-cs.continent@msc.com">td012-cs.continent@msc.com</a> (+62 21 30942920)			South/East/West Africa, Latin America, Middle East, India, Pakistan, Srilanka, Intra Asia, Australia, New Zealand	Aldino Nugraha Moch Subasya Muhammad Ghifari Nadia Veronica Winnie Christin Pritama Silaen (+62 21 30942920)  COD: Samuel  Early Pickup: Samuel Shanny Elisa Sinaga	Listya Yogi Irawati ( <a href="mailto:listya.irawati@msc.com">listya.irawati@msc.com</a> ) <b>Team Leader</b>		
<a href="mailto:td012-cs.mymscsupport@msc.com">td012-cs.mymscsupport@msc.com</a> (+62 21 30942920)	<b>myMSC</b>  Inquiry for myMSC registration, account activation and access for customer	All POL	ALL Region	Samuel (+62 21 30942920)	Fadhilah Faza Firdaus ( <a href="mailto:fadhilah.faza@msc.com">fadhilah.faza@msc.com</a> ) <b>Team Leader</b>		

#### CARGO READINESS

General Email	Scope	POL	Region	PIC	Escalation 1	Escalation 2
<a href="mailto:td012-td.cargoreadiness@msc.com">td012-td.cargoreadiness@msc.com</a> (+62 21 30942920)	<b>VGM, Extend Closing, Early Stacking, Missing SI &amp; PEB</b> Inquiries related to VGM submission via <a href="http://mymsc.com">mymsc.com</a> or intrra, Extend CY Closing, Early CY Stacking, missing SI & PEB	All POL	All Region	Sri Yasmin ( <a href="mailto:sri.yasmin@msc.com">sri.yasmin@msc.com</a> )	Nanang Febrianto ( <a href="mailto:nanang.febrianto@msc.com">nanang.febrianto@msc.com</a> )	Nur Kahfi ( <a href="mailto:nur.kahfi@msc.com">nur.kahfi@msc.com</a> ) DID: +62 21 30942936

#### IMPORT CUSTOMER SERVICE

General Email	Scope	POL Region	POD	PIC	Escalation 1
<a href="mailto:td012-cs.import@msc.com">td012-cs.import@msc.com</a> (+62 21 30942920)	Import General Inquiries	All Region	All POD	Athira Arie ( <a href="mailto:athira.arie@msc.com">athira.arie@msc.com</a> )	Albri Ramos ( <a href="mailto:albri.amos@msc.com">albri.amos@msc.com</a> )

**IMPORT COMMERCIAL**

General Email	Scope	POL Region	POD	PIC	Escalation 1	Escalation 2	Escalation 3
<a href="mailto:id012-mscidjktimportsales@msc.com">id012-mscidjktimportsales@msc.com</a>	<p><b>Rate inquiry</b>  <b>Value-Added Services Inquiry :</b>                      Intermodal, Insurance, Temporary Storage, eBL, E-Commerce, other Value-Added Services</p> <p><b>Please try MSC Instant Quote via mymsc.com for instant rate quotation.</b></p>	All Region	Jakarta (+62 21 30942920)	Athira Arie Siti Khadjiah	Ade Putra (ade.putra@msc.com)	Dita Ariani (dita.ariani@msc.com)	Albri Ramos (albri.amos@msc.com) DID: +62 21 30942940
<a href="mailto:ID012-importsales@msc.com">ID012-importsales@msc.com</a>			Surabaya (+62 21 30942924)	Dewi Arumdani			
			Semarang (+62 21 30942923)	Sri Widiastuti			
			Belawan (+62 21 30942921)	Maya Ardani			
			Panjang / Palembang (+62 21 3094 2922)	Dedy Nurhanafiah			

**EXPORT DOCUMENTATION**

General Email	Scope	POL	Region	PIC	Escalation 1	Escalation 2	Escalation 3
<a href="mailto:id012-doc.transpacific@msc.com">id012-doc.transpacific@msc.com</a> (+62 21 30942920) (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 Aji Husaini SyahJimmy Maslow Agung Pramono Jusak Marbun	Ahmad Aini (ahmad.aini@msc.com)	Muhammad Najib (muhammad.najib@msc.com)	Deni (deni.id@msc.com) DID: +62 21 30942933
<a href="mailto:id012-doc.europe@msc.com">id012-doc.europe@msc.com</a> (+62 21 30942920) (WhatsApp: +62 815-1416-3514 (Chat only))			Europe, Mediterranean, North Africa and Red Sea	Cut Maulina Edo Neval Siti Hasanah Rifqi Adiputra	Muhammad Fiqi Maulia (muhammad.maulia@msc.com)		
<a href="mailto:id012-doc.continent@msc.com">id012-doc.continent@msc.com</a> (+62 21 30942920) 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	Budi Teguh (budi.teguh@msc.com)		

**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> (+62 21 30942920)	<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, and DO related issue.</p>	All Region	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/Shipmen-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)	Thomas Filipi (thamas.filipi@msc.com)	Deni (deni.id@msc.com) DID: +62 21 30942933
			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>			
			Palembang	<p><b>General Email:</b> suhendri@samudera.id msc.plm@samudera.id</p>			
			Makassar	<p><b>General Email:</b> nurwahidah@sblogistik.com cs.mks@sblogistik.com alياهو.mks@sblogistik.com</p>			

			Padang	roni.helyadi@meratusline.com cahyadi.hiunardi@meratusline.com citra.kinanty@meratusline.com purjyatto.purjyatto@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:012-export.countersupport@msc.com">id012-export.countersupport@msc.com</a> (+62 21 30942920)	BL Release Certificate Request Telex Release	All POL & POD	All Region	Abdul Shidiq (abdul.shidiq@msc.com)	Syafiq Hibatullah (syafiq.hibatullah@msc.com)	Deni (deni.id@msc.com) DID: +62 21 30942933

**INVOICE**

General Email	Scope	POL & POD	Region	PIC	Escalation 1	Escalation 2
<a href="mailto:012-mscidjkt.expinvoice@msc.com">id012-mscidjkt.expinvoice@msc.com</a>	Invoice issuance	Jakarta	All Region	<b>Export Invoice Issuance:</b> 1. Novia Fitriani 2. Chika Anggraini 3. Ari Novianti (additional invoices : MC, SMA, Telex, etc) <b>Import Invoice Issuance:</b> 1. Dahlia Meliara 2. Rizka Malik	fita.kamsahamita@msc.com (Export Invoice)  debi.pertiwi@msc.com (Import Invoice)	frederick.meluk@msc.com (+62 21 30942920)
<a href="mailto:012-mscidjkt.impinvoice@msc.com">id012-mscidjkt.impinvoice@msc.com</a>						
<a href="mailto:012-mscidblw.invoice@msc.com">id012-mscidblw.invoice@msc.com</a>	Invoice issuance	Belawan	All Region	<b>Export Invoice Issuance:</b> 1. Chika Anggraini 2. Fioren Meiviany 3. Ari Novianti (additional invoices : MC, SMA, Telex, etc) <b>Import Invoice Issuance:</b> 1. Dahlia Meliara 2. Rizka Malik		
<a href="mailto:012-mscidsgp.invoice@msc.com">id012-mscidsgp.invoice@msc.com</a>	Invoice issuance	Semarang	All Region	<b>Export Invoice Issuance:</b> 1. Fioren Meivanny 2. Ari Novianti (additional invoices : MC, SMA, Telex, etc) <b>Import Invoice Issuance:</b> 1. Celvin Wijaya 2. Awindya Kalma		
<a href="mailto:012-mscidsub.invoice@msc.com">id012-mscidsub.invoice@msc.com</a>	Invoice issuance	Surabaya	All Region	<b>Export Invoice Issuance:</b> 1. Ainun Lutfiah 3. Ari Novianti (additional invoices : MC, SMA, Telex, etc) <b>Import Invoice Issuance:</b> 1. Celvin Wijaya 2. Awindya Kalma		
<a href="mailto:012-mscidpni.invoice@msc.com">id012-mscidpni.invoice@msc.com</a>	Invoice issuance	Panjang	All Region	<b>Export Invoice Issuance:</b> 1. Fioren Meivanny 2. Ainun Lutfiah 4. Ari Novianti (additional invoices : MC, SMA, Telex, etc) <b>Import Invoice Issuance:</b> 1. Debi Partwi		
<a href="mailto:012-mscidpmg.invoice@msc.com">id012-mscidpmg.invoice@msc.com</a>	Invoice issuance	Palembang	All Region	<b>Export Invoice Issuance:</b> 1. Chika Anggraini 2. Ari Novianti (additional invoices : MC, SMA, Telex, etc) <b>Import Invoice Issuance:</b> 1. Rizka Malik		
<a href="mailto:012-mscidoutports.invoice@msc.com">id012-mscidoutports.invoice@msc.com</a>	Invoice issuance	Perawang, Pontianak, Makassar, Batam, Kualatanjung	All Region	<b>Export Invoice Issuance:</b> 1. Novia Fitriani : Pontianak & Makassar 2. Ainun Lutfiah : Batam & Banjarmasin 3. Kuala Tanjung : Chika Anggraini 2. Ari Novianti (additional invoices : MC, SMA, Telex, etc) <b>Import Invoice Issuance:</b> 1. Rizka Malik		
<a href="mailto:012-mscidjktelsewhere.invoice@msc.com">id012-mscidjktelsewhere.invoice@msc.com</a>	Invoice issuance	Elsewhere	All Region	<b>Invoice Issuance &amp; Verification Payment:</b> Celvin Wijaya		

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

General Email	Scope	POL & POD	Region	PIC	Escalation 1	Escalation 2
<a href="mailto:012-ar.credit@msc.com">id012-ar.credit@msc.com</a>	Verification Payment Export & Import, AR Outstanding Follow Up	All POL & POD	All Region	1. Topari 2. Fathan Anshori	rahmi.putri@msc.com (+62 21 30942920)	melisa.supratman@msc.com (+62 21 30942920)

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

General Email	Scope	POL & POD	Region	PIC	Escalation 1	Escalation 2
<a href="mailto:ld012-jkt.fincountersupport@msc.com">ld012-jkt.fincountersupport@msc.com</a>	Verification Payment Export & Import	Jakarta	All Region	1. Eviyanti (+6221 30942920) 2. Safitri (+6221 30942920)	<a href="mailto:siti.rohyani@msc.com">siti.rohyani@msc.com</a> (+62 21 30942920)	melisa.supratman@msc.com (+62 21 30942920)
	AR Outstanding Follow Up			1. Diva (+6221 30942920) 2. Yani (+6221 30942920)		
<a href="mailto:ld012-sub.fincountersupport@msc.com">ld012-sub.fincountersupport@msc.com</a>	Verification Payment Export & Import	Surabaya	All Region	1. Mieko (+6221 30942920) 2. Diva (+6221 30942920) 3. Rozi (+62 31 99001919)		
	AR Outstanding Follow Up			1. Diva (+6221 30942920) 2. Yani (+6221 30942920)		
<a href="mailto:ld012-srg.fincountersupport@msc.com">ld012-srg.fincountersupport@msc.com</a>	Verification Payment Export & Import	Semarang	All Region	1. Anton (+6224 86006000) 2. Diva (+6221 30942920)		
	AR Outstanding Follow Up			1. Diva (+6221 30942920) 2. Yani (+6221 30942920)		
<a href="mailto:ld012-pni.fincountersupport@msc.com">ld012-pni.fincountersupport@msc.com</a>	Verification Payment Export & Import	Panjang	All Region	1. Yesi (+62 7219300200) 2. Mieko (+6221 30942920)		
	AR Outstanding Follow Up			1. Diva (+6221 30942920) 2. Yani (+6221 30942920)		
<a href="mailto:ld012-blw.fincountersupport@msc.com">ld012-blw.fincountersupport@msc.com</a>	Verification Payment Export & Import	Belawan	All Region	1. Yuni (+6261 4518583) 2. Mieko (+6221 30942920)		
	AR Outstanding Follow Up			1. Diva (+6221 30942920) 2. Yani (+6221 30942920)		
<a href="mailto:ld012-outport.fincountersupport@msc.com">ld012-outport.fincountersupport@msc.com</a>	Verification Payment Export & Import	Outport	All Region	1. Mieko (+6221 30942920) 2. Diva (+6221 30942920)		
	AR Outstanding Follow Up			1. Diva (+6221 30942920) 2. Yani (+6221 30942920)		

**DEMURRAGE AND DETENTION**

General Email	Scope	POL	Region	PIC	Escalation 1
<a href="mailto:ld012-id.dnd@msc.com">ld012-id.dnd@msc.com</a> (+62 21 30942920)	Container rental, detention and demurrage	ALL POL	All Region	Lorenzo (lorenzo.id@msc.com)	Maria (maria.id@msc.com)

**REFUND**

General Email	Scope	POL & POD	Region	PIC	Escalation 1
<a href="mailto:ld012.finance.refund@msc.com">ld012.finance.refund@msc.com</a> (+62 21 30942920)	Refund Deposit	All POL & POD	All Region	Novita Susilorini (novita.susilorini@msc.com)	Muhammad Firdaus (muhammad.firdaus@msc.com)
	Refund Over Payment	All POL & POD	All Region	Safitri Lubis (safitri.lubis@msc.com)  Eviyanti Simanjuntak (eviyanti.simanjuntak@msc.com)	Melisa Supratman (melisa.supratman@msc.com)

**TAX**

General Email	Scope	POL	Region	PIC	Escalation 1	Escalation 2
<a href="mailto:ld012-faktur.pajak@msc.com">ld012-faktur.pajak@msc.com</a> (+62 2130942920)	Tax or VAT Invoice	ALL POL	All Region	Firjatihlah (firjatihlah.azari@msc.com)	Henly Purba (henly.purba@msc.com)	Maria (maria.id@msc.com)

**CLAIMS AND UAC**

General Email	Scope	POL & POD	Regions	PIC	Escalation 1	Escalation 2
<a href="mailto:ldn-claims@msc.com">ldn-claims@msc.com</a> (+62 2130942920)	Claim	All POL & POD	All Regions	Eza Alika Arista (eza.arista@msc.com)		Meyland Situmorang (meyland.situmorang@msc.com)
<a href="mailto:ld012-uac@msc.com">ld012-uac@msc.com</a> (+62 2130942920)	UAC	All POL & POD	All Regions	Rafi Permana (rafi.permana@msc.com)	Eza Alika Arista (eza.arista@msc.com)	Meyland Situmorang (meyland.situmorang@msc.com)

LOGISTIC & INTERMODAL

General Email	Scope	Region	POL & POD	PIC	Escalation 1	Escalation 2
<a href="mailto:ids012-id.logistics@msc.com">ids012-id.logistics@msc.com</a> (+62 21 30942920)	Container inventory, Depot, Droff off, Etc	All Regions	All POL & POD	Dewa Dinata dewa.dinata@msc.com (+62 21 30942920)  Olaf Narahawarin (olaf.narahawarin@msc.com) (+62 21 30942920)  Gilbert Lomi gilbert.lomi@msc.com (+62 21 30942920)	Dewa Dinata dewa.dinata@msc.com (+62 21 30942920)	
			Jakarta	Dewa Dinata dewa.dinata@msc.com (+62 21 30942920)  Olaf Narahawarin (olaf.narahawarin@msc.com) (+62 21 30942920)  Gilbert Lomi gilbert.lomi@msc.com (+62 21 30942920)		
			Surabaya	Galuh Nifar galuh.nifar@msc.com (+62 21 30942924)		
			Semarang	Sunarno sunarno.id@msc.com (+62 21 30942923)		
			Belawan	Syafrizal syafrizal.id@msc.com (+62 21 30942921)		
			Panjang	Dwi Agus Afianto dwi.afianto@msc.com (+62 21 309 2922)		
<a href="mailto:ids012-id.logsolutions@msc.com">ids012-id.logsolutions@msc.com</a> (+62 21 30942920)	Intermodal, GOH, Uniqliner	All Regions	All POL & POD	Muhammad Alief Fauzy m.fauzy@msc.com (+62 21 30942920)  Raihan Jannathan raihan.jannathan@msc.com (+62 21 30942920)	Raihan Jannathan raihan.jannathan@msc.com (+62 21 30942920)	Fitra Nugraha (fitra.nugraha@msc.com) DID: +62 21 30942935
			Jakarta	Raihan Jannathan raihan.jannathan@msc.com (+62 21 30942920)  Muhammad Alief Fauzy m.fauzy@msc.com (+62 21 30942920)		
			Surabaya	Galuh Nifar galuh.nifar@msc.com (+62 21 30942924)		
			Semarang	Sunarno sunarno.id@msc.com (+62 21 30942923)		
			Belawan	Syafrizal syafrizal.id@msc.com (+62 21 30942921)		
			Panjang	Dwi Agus Afianto dwi.afianto@msc.com (+62 21 309 2922)		
<a href="mailto:ids012-id.mnr@msc.com">ids012-id.mnr@msc.com</a> (+62 21 30942920)	Container repair, Recovery	All Regions	All POL & POD	Irvan Setiyono irvan.setiyono@msc.com (+62 21 30942920)  Iputu Bendesa iputu.bendesa@msc.com (+62 21 30942920)  Stefhanus Rindu stefhanus.rindu@msc.com (+62 21 30942920)	Stefhanus Rindu stefhanus.rindu@msc.com (+62 21 30942920)	