CUSTOMER SERVICE

General Email	Scope	POL	Region	PIC	Escalation 1	Escalation 2
id012-cs.transpacific@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	ALL POL (Jakarta, Surabaya, Semarang, Belawan, Panjang, Palembang, Padang, Makassar, Batam)	USA and Canada	Audrie Samudra Dean Alfaris Kezia Frederica Orry Syah Bayu Pamungkas (+6221 50805000 EXT: 209)	Kiki Iman Nababan (+6221 50805000 EXT: 303)	johen.gultom@msc.com (+6221 50805000 EXT: 200) DID : +6221 50805030
id012-cs.europe@msc.com (+6221 50805000)			Europe, Mediterranean, North Africa and Red Sea	Aditya Bagus Prasetya Arthur Basana Nanda Ilham Setiawan (+6221 50805000 EXT: 205)	Andri Yoga Rinaldi (+6221 50805000 EXT: 318)	
id012-cs.continent@msc.com (+6221 50805000)			South/East/West Africa, Latin America, Middle East, India, Pakistan, Srilanka, Intra Asia, Australia, New Zealand	Novita Sriwahyuni Vania Illona Yoki Ardianto (+6221 50805000 EXT: 207)	Listya Irawati (+6221 50805000 EXT: 317)	
id012-cs.CODrequest@msc.com	**COD** COD request and information	All Regions	ALL POL	Vianny Disendrea (+6221 50805000 EXT: 314)	Annisa Hanifah (+6221 50805000 EXT: 306)	
id012-cs.mymscsupport@msc.com	**myMSC** Inquiry for myMSC registration, account activation and access for customer	All Regions	ALL POL	Vianny Disendrea (+6221 50805000 EXT: 314)	Annisa Hanifah (+6221 50805000 EXT: 306)	
id012-cs.pickupandstacking@msc.com	**Early Pick Up and Early Stacking, Extend closing** Inquiry for early pick up in depo and early CY stacking in terminal **VGM** Inquiries related to VGM submission via mymsc.com or inttra	All Regions	ALL POL	Shanny Elisa (+6221 50805000 EXT: 316)	Annisa Hanifah (+6221 50805000 EXT: 306)	

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 SyahJimmy Maslow Rifqi Adiputra Jusak Marbun Hasna Ardianti (+6221 50805000 EXT: 217)	Ahmad Aini (+6221 50805000 EXT: 460)	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 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)	

FINANCE

General Email	Scope	POL	Region	PIC	Escalation 1	Escalation 2	Escalation 3
ID012-MSCIDJKTEXPINVOICE@msc.com	**Invoice** Invoice issuance, Dispute invoice	Jakarta	All Regions	**Export Cash & Credit Customer:** Ari.Novianti@msc.com (Ext. 416) andina.khairunnisa@msc.com (Ext.407) fathan.ansori@msc.com(Ext.409)	Fita Kamsahamita (+6221 50805000 EXT. 413) fita.kamsahamita@msc.com	Frederick Meluk (+6221 50805000 EXT. 411) frederick.meluk@msc.com	Herryanto Tan Wijaya (+6221 50805000 EXT. 208) herryanto.tan@msc.com
				Export Credit Customer (only for dispute): topari.id@msc.com (Ext. 410) andina.khairunnisa@msc.com (Ext. 407) lorenzo.id@msc.com (Ext 408)			
id012-mscidsubinvoice@msc.com	**Invoice** Invoice issuance, Dispute invoice	Surabaya	All Regions	**Expor & Import (Cash and Credit)** rahmi.wahyuni@msc.com (Ext. 418) anggi.fridayanti@msc.com (415)			
				Export Credit Customer (only for dispute): topari.id@msc.com (Ext. 410) andina.khairunnisa@msc.com (Ext. 407) lorenzo.id@msc.com (Ext 408)			
id012-mscidblwinvoice@msc.com	**Invoice** Invoice issuance, Dispute invoice	Belawan	All Regions	**Export Cash Customer**: debi.pertiwi@msc.com (Ext. 412)			
				Export Credit Customer (only for dispute): topari.id@msc.com (Ext. 410) andina.khairunnisa@msc.com (Ext. 407) lorenzo.id@msc.com (Ext 408)			
ID012-MSCIDSRGINVOICE@msc.com	**Invoice** Invoice issuance, Dispute invoice	Semarang	All Regions	**Export & import Cash and Credit Customer**: ainun.lutfiah@msc.com (Ext. 417)			
				Export Credit Customer (only for dispute): topari.id@msc.com (Ext. 410) andina.khairunnisa@msc.com (Ext. 407) lorenzo.id@msc.com (Ext 408)			
ID012-MSCIDPNJINVOICE@msc.com	**Invoice** Invoice issuance, Dispute invoice	Panjang	All Regions	**Export & import (Cash and Credit)**: Andina.khairunnisa@msc.com (Ext. 412)			
id012-mscidoutportsinvoice@msc.com		Perawang					
		Batam		**Export & import (Cash and Credit):** ari.novianti@msc.com (Ext. 414)			
id012-mscidplminvoice@msc.com		Palembang	All Regions	**Expor & Import (Cash and Credit)** lorenzo.id@msc.com (Ext 408)			
id012-mscidoutportsinvoice@msc.com		Padang					
		Makassar					
ID012-mscidjktelsewhereinvoice@msc.com	**Invoice** Invoice issuance, Dispute invoice	ELSEWHERE	All Regions	**Export Credit Customer (only for dispute):** topari.id@msc.com (Ext. 410) andina.khairunnisa@msc.com (Ext. 407)			
ID012-MSCIDJKTEXPINVOICE@msc.com	Outstanding and Late Payment (Cash Customer), and counter Support	Jakarta	All Regions	lorenzo.id@msc.com (Ext 408), Siti.rohyani@msc.com (Ext. 404)			
id012-mscidsubinvoice@msc.com		Surabaya		miftakhur.rozi@msc.com (+6231 99001919 EXT. 114) mieko.timothea@msc.com (Ext 406) , siti.rohyani@msc.com (Ext. 404)			
id012-mscidblwinvoice@msc.com		Belawan		yuni.id@msc.com (+6261 4518583 Ext.201) mieko.timothea@msc.com (Ext 406) siti.rohyani@msc.com (Ext. 404)			
ID012-MSCIDSRGINVOICE@msc.com		Semarang		anton.nugroho@msc.com (+6224 86006000 Ext.200) fathan.ansori@msc.com (Ext. 409) siti.rohyani@msc.com (Ext. 404)			
ID012-MSCIDPNJINVOICE@msc.com		Panjang & Palembang		yesi.septiani@msc.com (+62721 9300200 Ext.200) mieko.timothea@msc.com (Ext 406) Siti.Rohyani@msc.com (Ext. 404)			
id012-mscidoutportsinvoice@msc.com		Batam		mieko.timothea@msc.com (Ext 406) Siti.Rohyani@msc.com (Ext. 404)			
		Padang		fathan.ansori@msc.com (Ext. 409) Siti.Rohyani@msc.com (Ext. 404)			
		Makassar		fathan.ansori@msc.com (Ext. 409) Siti.Rohyani@msc.com (Ext. 404)			
	Outstanding and Late Payment (Credit Customer)	ALL POL	All Regions	Fita.kamsahamita (Ext. 413), Topari.id@msc.com (Ext. 410), Andina.khairunnisa@msc.com (Ext. 407)			
ID012-mscidjktelsewhereinvoice@msc.com	Outstanding (Elsewhere)	ELSEWHERE		Topari.id@msc.com (Ext. 410)			
ID012-MSC ID FAKTUR PAJAK <ID012-faktur.pajak@msc.com>	Tax or VAT Invoice	ALL POL		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	Albert (+6221 50805000 Ext.140)

LOGISTIC & INTERMODAL

General Email	Car	POL	Region	PIC	Escalation 1	Escalation 2
id012-id.logistics@msc.com	Container inventory, Depot, Droff off, Etc	ALL POL	All Regions	Dewa Dinata dewa.dinata@msc.com (+62 2150805000 EXT: 449)	Olaf Narahawarin (+62 2150805000 X 447)	Fitra Nugraha (+62 2150805000 X 216)
		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 EXT601)		
		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)		
		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 EXT601)		
		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)		