

COMMUNICATION MATRIX

Dear Valued Customers,

To ensure efficient processing of your requests, please direct your inquiries to only **ONE** designated department. Submitting the same request to multiple departments may result in delayed responses.

We appreciate your understanding and cooperation.

Department	Email contacts	Activities
Import	vn339-mscvnsgnimpdocdept@msc.com	Tracking, AN, Free time, Charge dispute, Bill Amendment, telex, MNF access, COD to all port except HPH
	vn339-import.haiphong@msc.com	Tracking, AN, Free time, Charge dispute, Bill Amendment, MNF access, COD for import to HPH
	claire.dang@msc.com oanh.than@msc.com	Inbound Sales Team
	laura.lan@msc.com	Payment checking - all ports except HPH
	trang.pham@msc.com	Payment checking at HPH
	vn339-mscvnsgncounterteam@msc.com	- EDO released/extension - Change of empty depot
	thuy.le@msc.com	Refund
	tam.tran@msc.com	Repair dispute all port except HPH
	hai.hoang@msc.com	Repair dispute at HPH
	vn339-mscvnsgnimpdocdept@msc.com hungtien.nguyen@msc.com	Barge priority request
	vn339-edosupport.hcm@msc.com	- EDO registration - EDO error issue
Export	Ports in south: vn339-mscvnsgnexpdocdept@msc.com	- ESI submission; - SI CUT OFF times; - BL Issuance (OBL, DIGITAL BL, TLX, SWB), - e-Manifest, AMS filing/ENS(ISC2) filing/ ACI filing, manifest corrector (COD, switch BL, amend BL, check payment, apply late payment, release cargo.
	Ports in north: vn339-mscvnhandocdept@msc.com	
Customer services	vn339-bkg-transpac@msc.com	Bookings, schedule, notices, SOB, loading list and related issues of export from Viet Nam to destinations in US, Canada, Latam
	vn339-bkg-other@msc.com	Bookings, schedule, notices, SOB, loading list and related issues of export from Viet Nam to the rest of the world
	vn339-cases-transpac@msc.com	COD, ship back, hold in transit, damage, UAC, Claim and abnormal issues with

	vn339-cases-other@msc.com	destinations in US, Canada, Latam • COD, ship back, hold in transit, damage, UAC, Claim and abnormal issues to the rest of the world
Operations	vn339-mscvnsgnoperationdept@msc.com vn339-mscvnsgnoperationdept@msc.com vn339-operation.hph@msc.com vn339-vndadops@msc.com vn339-vnuihops@msc.com	• Oversee Closing time/VGM at ICDs/Terminals. -Act as MSC local planner. • Take care of operational activities at ICD/Terminals (laden). • Take care of all vessel activities.
Logistics	For Ho Chi Minh / Vung Tau : VN339-MSCVNSGNLOGDEPT@msc.com For Hai Phong : Vn339-logistic.hph@msc.com For Da Nang / Quy Nhon : vn339-logistic.dad-uih@msc.com	• Stock management • Intermodal • Export empty release • Export empty return • Re-use • Seal matters • Demurrage/Detention • Electronic Data Interchange (EDI)
Value Added Services	vn339-vas@msc.com	Please email us if your inquiries are related to following items: • -Barlock • -EPRSmart Container • -GOH • -Thermal Blanket • -iReefer • -Flexibag
Invoice	vn339-einvoiceteam@msc.com VN339-export.hn@msc.com VN339-export.hcm@msc.com	Please email us if your inquiries are related to issuing import/ export invoices.

Please contact your sales representatives for rate enquires. Alternatively, myMSC is available 24/7 for you.

Thank you for choosing MSC.

Best Regards,

MSC Vietnam Company Limited

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