



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
id012-cs.transpacific@msc.com (+6221 50805000)	Customer Service Export Booking submission, BC release, Booking amendment, Booking cancellation, AMS/ACI.	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) COD: Vianny Disendrea (EXT: 314) Early Pickup/Stacking, Extend Closing, VGM: Shanny Elisa (EXT: 316)	Kiki Iman Nababan (+6221 50805000 EXT: 303)	Johen Gultom johen.gultom@msc.com (+6221 50805000 EXT: 200) DID : +6221 50805030
id012-cs.europe@msc.com (+6221 50805000)	Schedule inquiry / Service routing Please refer to MSC.COM , mymsc.com COD COD request and information Early Pick Up and Early Stacking, Extend closing 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) COD: Vianny Disendrea (EXT: 314) Early Pickup/Stacking, Extend Closing, VGM: Shanny Elisa (EXT: 316)	Andri Yoga Rinaldi (+6221 50805000 EXT: 318)	
id012-cs.continent@msc.com (+6221 50805000)	VGM 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) COD: Vianny Disendrea (EXT: 314) Early Pickup/Stacking, Extend Closing, VGM: Shanny Elisa (EXT: 316)	Listya Irawati (+6221 50805000 EXT: 317)	
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)	

IMPORT CUSTOMER SERVICE

General Email	Scope	POL Region	POD	PIC	Escalation 1
id012-cs.import@msc.com	Import General Inquiries	All Regions	All POD	Mizaany Dhianti (+62 21 50805000 EXT: 354) mizaany.dhianty@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
id012-mscidjktimports@msc.com	<p>Rate inquiry Value-Added Services Inquiry : Intermodal, Insurance, Temporary Storage, eBL, E-Commerce, other Value-Added Services</p> <p>Please try MSC Instant Quote via mymsc.com for instant rate quotation.</p>	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) atbri.ramos@msc.com
ID012-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))	<p>Final Shipping Instruction, BL 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 https://www.msc.com/search-schedules</p> <p>Switch BL, Telex Release, Lost BL 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 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)	

IMPORT DOCUMENTATION

General Email	Scope	Region	POD	PIC	Escalation 1	Escalation 2	Escalation 3
			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>			
			Surabaya	<p>General Email: id012-import.doc@msc.com</p> <p>DO/Print BL: ID012-import.countersupport@msc.com</p>			

jd012-import.doc@msc.com	Arrival Notice (NOA) Inquiries relate to arrival notice.	All Regions	Semarang	General Email: id012-import.doc@msc.com DO/Print BL: ID012-import.countersupport@msc.com	Achmad Asnan achmad.asnan@msc.com +6221-50805000 ext: 436	Thomas Filipi thamas.filipi@msc.com +6221-50805000 ext: 435	Deni deni.id@msc.com +6221-50805000 ext: 218
	Shipment Status BL Status, ETA (Please refer to MSC.COM), Connecting vessel from t/s port and to outports.		Belawan	General Email: id012-import.doc@msc.com DO/Print BL: ID012-import.countersupport@msc.com			
	Manifest Inquiries relate to import manifest, telex release status, tick console, redress.		Panjang	General Email: id012-import.doc@msc.com DO/Print BL: ID012-import.countersupport@msc.com			
	Re-print BL / Surat Keterangan Request inquiries of BL printing, statement letter for clearance purpose.		Palembang	suhendri@samudera.id msc.plm@samudera.id			
	Import DO Issuance inquiries of DO release, free time / DO Validity, and DO related issue.		Makassar	nurwahidah@sblogistik.com cs.mks@sblogistik.com aliyah.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
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)
jd012-import.countersupport@msc.com	Delivery Order Request Extend DO Request	All POL & POD	All Region	Naufal Wijaya (+6221-50805000 EXT: 472)	Thomas Filipi thamas.filipi@msc.com (+6221-50805000 EXT: 435)	Deni deni.id@msc.com (+6221-50805000 EXT: 218)

INVOICE

General Email	Scope	POL & POD	Region	PIC	Escalation 1	Escalation 2	Escalation 3
jd012-mscidjktexpinvoice@msc.com	Invoice issuance Outstanding and Late Payment Payment Verification	Jakarta	All Region	Export Invoice Issuance: Ari Novianti (+62 21 50805000 Ext. 416) Import Invoice Issuance: Dahlia Meliara (+62 21 50805000 Ext. 414) Outstanding and Late Payment: Siti Rohyani (+62 21 50805000 Ext. 404) Payment Verification: Eviyanti (+62 21 50805000 Ext. 477) Safitri (+62 21 50805000 Ext. 406)			
jd012-mscidjktimpinvoice@msc.com		Jakarta	All Region				

ld012-mscidblwinvoice@msc.com	Invoice issuance Outstanding and Late Payment Payment Verification	Belawan	All Region	Export Invoice Issuance: Debi Pertiwi (+62 21 50805000 Ext. 412) Import Invoice Issuance: Dahlia Meliara (+62 21 50805000 Ext. 414) Outstanding and Late Payment: Siti Rohyani (+62 21 50805000 Ext. 404) Payment Verification: 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)
ld012-mscidsgninvoice@msc.com	Invoice issuance Outstanding and Late Payment Payment Verification	Semarang	All Region	Export & Import Invoice Issuance: Ainun Lutfiah (+62 21 50805000 Ext. 417) Outstanding and Late Payment: Siti Rohyani (+62 21 50805000 Ext. 404) Payment Verification: Anton Nugroho (+6224 86006000 Ext.200) Fathan Anshori (+62 21 50805000 Ext. 409)			
ld012-mscidsubinvoice@msc.com	Invoice issuance Outstanding and Late Payment Payment Verification	Surabaya	All Region	Export & Import Invoice Issuance: Rahmi Wahyuni (+62 21 50805000 Ext. 418) Outstanding and Late Payment: Siti Rohyani (Ext. 404) Payment Verification: Mifthakur Rozi (+6231 99001919 EXT. 114) Mieko (+62 21 50805000 Ext. 406)			
ld012-mscidpnjinvoice@msc.com	Invoice issuance Outstanding and Late Payment Payment Verification	Panjang	All Region	Export & Import Invoice Issuance: Andina Khairunnisa (+62 21 50805000 Ext. 407) Outstanding and Late Payment: Siti Rohyani (+62 21 50805000 Ext. 404) Payment Verification: Yesi (+62721 9300200 Ext.200) Mieko (+62 21 50805000 Ext. 406)			
ld012-mscidpmginvoice@msc.com	Invoice issuance Outstanding and Late Payment Payment Verification	Palembang	All Region	Export & Import Issuance: Lorenzo (+62 21 50805000 Ext 408) Outstanding and Late Payment: Siti Rohyani (+62 21 50805000 Ext. 404) Payment Verification: Mieko (+62 21 50805000 Ext. 406)			
ld012-mscidoutportsinvoice@msc.com	Invoice issuance Outstanding and Late Payment Payment Verification	Perawang Batam Padang Makassar	All Region	Perawang (Export/Import) Invoice Issuance: Andina Khairunnisa (+62 21 50805000 Ext. 407) Padang & Makassar (Export/Import) Invoice Issuance: Lorenzo (+62 21 50805000 Ext 408) Batam Export & Import Invoice Issuance: Ari Novianti (+62 21 50805000 Ext. 416) Outstanding and Late Payment: Siti Rohyani (+62 21 50805000 Ext. 404) Payment Verification: Mieko (+62 21 50805000 Ext. 406) Fathan Anshori (+62 21 50805000 Ext. 409)			
ld012-mscidiktelsewhereinvoice@msc.com	Invoice issuance Outstanding and Late Payment Payment Verification	Elsewhere	All Region	Invoice Issuance & Payment Verification: Topari (+62 21 50805000 Ext. 410)			

INVOICE DISPUTE

General Email	Scope	POL & POD	Region	PIC	Escalation 1	Escalation 2	Escalation 3
ld012.invoice.dispute@msc.com	Invoice Dispute	All POL & POD	All Region	Invoice Dispute (Credit Customer): Topari (+62 21 50805000 Ext. 410) Andina (+62 21 50805000 Ext. 407) Invoice Dispute (Non Credit Customer): 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
id012.finance.refund@msc.com	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
idn-faktur.pajak@msc.com	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

CLAIMS

General Email	Scope	POL & POD	Regions	PIC	Escalation 1
idn-claims@msc.com	Claim	All POL & POD	All Regions	Rafi Permana (+62 21 50805000 EXT: 419)	Hanna Tazkiya (+62 21 50805000 EXT: 210)

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)		
		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)		

ld012-id.logsolutions@msc.com	Intermodal, Proliner	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)
ld012-id.dnd@msc.com	Container rental, detention and demurrage	ALL POL	Sri Yasmin sri.yasmin@msc.com (+62 2150805000 EXT: 446)
ld012-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,

As Agent: PT. MSC Mediterranean Shipping Indonesia
Capital Place Building 39th Floor, Jend. Gatot Subroto Kav.18
Mampang Prapatan JAKARTA 12710 – INDONESIA Tel 62 21 5080 5000

msc.com