



Indonesia communication matrix



Points of contact

- | | | |
|-----------------------------------|--|--|
| 1. Export Import Customer Service | 2. Booking, Cargo Readiness & Manifest | 3. Export Import Documentation & Counter |
| 4. Idle, Invoice & Dispute | 5. Commercial | 6. Finance |
| 7. Website Issues | | |

—EXPORT IMPORT Customer Service

Contact persons managing your request:

Area of Enquiry	Email	Phone	Designation	Escalation 1	Escalation 2	Escalation 3
Unable to pick up export empty at depot	idsn.service@cma-cgm.com	+62 (0) 21 - 2854 6990	Head of Customer Service VIP	Yusrian Ztanzha	Anamika Wiyasih	Martharia
Shortage container at depot	-		Head of Customer Service Non-VIP	Ayu Lestari / Faradillah Basuki	Anamika Wiyasih	Martharia
Change of destination	-					
Extend submit FSI (Final Shipping Instruction)	-					
Shipment status	-					
Hold cargo at transshipment or destination	-					
Cargo damage	-					
Claim via MyCS	-					



— Export Import Service Delivery

Contact persons managing your request:

Area of Enquiry	Export & Import Service Delivery	Name	Designation	Email	Phone	Escalation 1	Escalation 2
Booking Confirmation (by web) Revise Booking Confirmation (by web) Cancelled Booking Confirmation (by web)	Booking	ID Booking Desk	Booking Officer	dja.bookings@cma-cgm.com	+62 (0) 21 - 2854 6990	Venny Wulandari	Ali Pulungan
Extend container yard (CY) closing cut off Early stack request Error in Verified Gross Mass (VGM) submission	Cargo Readiness	Sindi Gunawan Rio Handoko Fikri Almajid Muchammad Yusuf Adnan Lubis	Head of Cargo Readiness Cargo Readiness Officer Cargo Readiness Officer Cargo Readiness Officer Cargo Readiness Officer	ids.service@cma-cgm.com	+62 (0) 21 - 2854 6990	Ali Pulungan	Martharia
Request copy outward & inward manifest Manifest Revision Tick console Redress	Manifest	Herliansyah Adipradana Watqur Mujid Putra Satrio Dananjoyo Muhammad Gusdiva Pratama Harry Wijaya	Manifest Officer Manifest Officer Manifest Officer Manifest Officer Manifest Officer	ids.service@cma-cgm.com	+62 (0) 21 - 2854 6990	Arindha Pangestu	Ali Pulungan



— Export Import Service Delivery

Contact persons managing your request:

Area of Enquiry	Export & Import Service Delivery	Name	Designation	Email	Phone	Escalation 1	Escalation 2
Request for 1st draft Bill of Lading (BL) by web Amendment of draft Bill of Lading (BL) by web Other documentation queries by web Original Bill of Lading (OBL) to be issued at POD	Export Documentation	ID Documentation Desk	Documentation Officer	ssc.iddocumentation@cma-cgm.com	+62 (0) 21 - 2854 6990	Arindha Pangestu	Ali Pulungan
Request for draft of Switch Bill of Lading (BL) Revision of Switch Bill of Lading (BL) Lost Bill of Lading (BL) Request outport Notice of Arrival (NOA) & Invoice Connecting vessel for outports shipment Request Non Manipulation Certificate Request fastest connecting vessel Manual Delivery Order (DO)	Export & Import Documentation	Andri	Documentation Officer	ids.service@cma-cgm.com	+62 (0) 21 - 2854 6990	Arindha Pangestu	Ali Pulungan
		Surya Nagita Aida	Documentation Officer				
		Marzuki					
		Pujiantoro	Documentation Officer				
		Venny Wulandari	Documentation Officer				
MyCS Registration Open access in website account Telex Release notice Bill of Lading (BL) - blank form Print Bill of Lading (BL) at Counter Import Delivery Order by MyCS web only Publish/Upload Final Bill of Lading (BL) by MyCS web only	Counter	Yuliana Muliani	Head of Counter	ids.service@cma-cgm.com	+62 (0) 21 - 2854 6990	Yuliana Muliani	Ali Pulungan
		Doni Iswanto	Front Desk Officer				
		-	-	-	+62 (0) 21 - 2854 6990	Yuliana Muliani	Ali Pulungan
		-	-	-	+62 (0) 21 - 2854 6990	Yuliana Muliani	Ali Pulungan



— Export Import Service Delivery

Contact persons managing your request:

Area of Enquiry	Export & Import Service Delivery	Name	Designation	Email	Phone	Escalation 1	Escalation 2
Status of Idle container or Idle shipment at POL/POD	Idle Full Management	Arindha Pangestu	Head of Idle Full Management	ind.service@cma-cgm.com	+62 (0) 21 - 2854 6990	Ali Pulungan	Martharia
Other idle related queries		Shalsa Rosiana Fitri	Idle Officer				
Invoice/ D&D Invoice/ DO surcharges	Invoice	Akhmad Syihan Santoso	Head of Invoice, DND and Dispute			Ali Pulungan	Martharia
Additional charges (Telex/Switch/others)		Mahadewi Tuhanan	Invoicing and D&D Officer	ind.service@cma-cgm.com	+62 (0) 21 - 2854 6990		
Repair charges information		Putri Lingga Maharani	Invoicing and D&D Officer				
Damage container photo & information							
Invoice detention or Empty return							
Invoice Dispute by MyCS Dispute web only	Invoice Disputes	Mohammad Zharfan Affiandi	Dispute Officer	-	+62 (0) 21 - 2854 6990	Akhmad Syihan Santoso	Ali Pulungan

— Commercial

Click on  for your area of enquiry.

Area of enquiry	Contact
Rate Inquiry	 Send
Request Additional Free time	 Send
Clarification Rate not as per Agreement	 Send

Contact persons managing your request:

Name	Designation	Email Address	Phone	Ext
Nida El Islamy Qomarudin	Sales Support Officer ANL-TP – Jakarta	ID_Sales_Support@cma-cgm.com	+62 (0) 21 - 2854 6843	6843
Tineke Islandita Putrinda	Sales Support Officer CNC – Jakarta		+62 (0) 21 - 2854 6937	6937
Swari Fadillah	Sales Support Officer GA - Jakarta		+62 (0) 21 – 2854 6902	6902
Irfa Syaifudin	Sales Support Officer CMA Non TP - Jakarta		+62 (0) 21 - 2854 6932	6932
Hafida Rahma	Sales Support Officer IFF, Reefer & Outport -JKT			
Sofia Ahmad	Sales Support - Surabaya		+62 (0) 31 – 9921 0605	0605
Sri Chandra Tirana	Sales Support - Surabaya		+62 (0) 31 – 9921 0621	0621
Yunita P	Sales Support - Surabaya		+62 (0) 31 – 9921 0614	0614
Lucia Damayanti	Sales Support - Semarang		+62 (0) 24 – 8600 5782	5782
Karlina Wu	Sales Support - Medan		+62 (0) 61 – 4300 1982	1982
William Roger	Sales Support – Perawang, Palembang			



Finance

Area of Enquiry	Name	Designation	Email	Phone	Escalation 1	Escalation 2
GL Corporate and PT Pyramides	DITA PUTRI	GL & TAX	dja.dputri@cma-cgm.com	6884	TAUFIK ARFISANTO	RIKA LUNG
GL & Tax for CMA Group	RENA ROHAYATI	GL & TAX	dja.rrohayati@cma-cgm.com	6985		
E-Faktur CMA	SAPUTRA ADITHYA	TAX OFFICER	dja.asaputra@cma-cgm.com	6973		
IVD Department (CC Homere & Feeder Service)	ANISATUL JANAHA	FEEDER PROJECT	dja.ajanah@cma-cgm.com	6891		
Account Receivable - GA	HERAWATY MASTIARAMA	Collection Officer	dja.hmastiarama@cma-cgm.com	6882	MELISA SUPRATMAN	RIKA LUNG
Account Receivable - CMA Group	GBS Credit Control	Credit Control	ssc.idcreditcontrol@cma-cgm.com			
Account Payable - CMA Group	INDAH PERTIWI TANJUNG	Account Payable	dja.itanjung@cma-cgm.com	6885	ANNE CAROLINE	RIKA LUNG
Cost Control - CMA Group	MOHAMMAD ARIA UMAR	COST CONTROL SPV	dja.maumar@cma-cgm.com	6919		RIKA LUNG
Cashier//Remittance / refund - CMA ANL	MUHAMMAD SYAKIR	CASHIER	dja.mrahman@cma-cgm.com	6987	MARIA MARGARETHA	RIKA LUNG
Cashier/Remittance	LAILY DEVIA OKRIANA	CASHIER	devia.laily@apl.com	6866		
Cashier//Remittance / refund - CNC (CCAS)	ANISHA FARADHITA	CASHIER	faradhita.anisha@apl.com	6866		

Branches

Name	Designation	Email Address	Phone	Ext
Amaliah Dzulhijjah	Surabaya Finance Operations Supervisor	dja.finance@cma-cgm.com	+62 (0) 31 - 293 1842	1842
Unjuk Ginting	Panjang Senior Cashier		+62 (0) 721 – 801 8448/49	105
Aleminaita Tarigan	Cashier		+62 (0) 61 – 4200 6800	113
Amelia Padsun			+62 (0) 761 – 900 9787	-

— Website issues

Click on  for your area of enquiry.

Area of enquiry	Contact
Register/create new website account	 Send
Website issues/error	 Send
Website guidance	 Send

Contact persons managing your request:

Name	Designation	Email Address	Phone	Ext
WIJAYA	Ecommerce/ API	dja.ebusiness@cma-cgm.com	+62 (0) 21 - 2854 6894	6894



THANK YOU