

Dear Customer,

Thank you for choosing MCC Transport and welcome onboard.

As a new customer, we recognise that you will require some special attention to know about our products, services, processes and ways of doing business. It is because we are committed to continuously improving the level of service to our customers that you have been assigned to a dedicated customer service representative as you embark on your first MCC Transport shipping experience.

Regardless of your shipping experience in general, the customer service team will ensure that your specific queries and expectations as a new customer are met promptly by our experienced staff. This 'on-boarding' period is also an opportunity for us to get to know you a little better and discuss your particular shipping needs, volumes and preferences.

A little more about our business

As one of the 3 biggest short sea operators in the world, we offer our customers a second-to-none transportation service. With 39 feeders and 127 port calls per week we strive to ensure that you get a reliable Intra Asia coverage.

With our e-business solutions you have access to accurate, online information and the opportunity to do business at your convenience. We offer you a comprehensive suite of business tools through web and from your desktop. For further information on our business simply go to www.MCC.com.sg

What Next?

If you are ready to start your journey with MCC Transport, you may need to be equipped with some useful information. Key contacts (both in Sales and your Customer Service representative) and guidance about MCC business activities will help you along your way. If you have any questions or queries or just want to hear a little more, please feel free to contact us.

We look forward to doing business with you.

Yours Sincerely,

MCC Transport

Key Contacts in Indonesia

Sales Representative Jakarta & Panjang (Export)	Name	Leo Crisna Sandjaya Febby Amelia Losari
Main contact in case of:	Telephone No	62-2130065583 (Febby Amelia Losari) 62-2130065584 (Leo Chrisna Sandjaya)
§ Pricing	Mobile No	62-8111801667 (Febby Amelia Losari) 62-81118302638 (Leo Chrisna Sandjaya)
§ Contract issues	Fax	62-215745162
§ New routes/products	Email	SALES.JAKARTA@mcc.com.sg SALES.PANJANG@mcc.com.sg
§ Freetime		

Sales Representative Jakarta (Key-Clients)	Name	Ahmad Zaki
Main contact in case of:	Telephone No	62-2130065585
§ Pricing	Mobile No	62-8118001831
§ Contract issues	Fax	62-215745162
§ New routes/products	Email	KCSALES.INDONESIA@mcc.com.sg
§ Freetime		

Sales Representative Jakarta (Export SOC)	Name	Mardiana Sebayang
Main contact in case of:	Telephone No	62-30065586
§ Pricing	Mobile No	62-8121008037
§ Contract issues	Fax	62-215745162
§ New routes/products	Email	CAPACITY.INDONESIA@mcc.com.sg
§ Freetime		

Sales Representative Medan (Export/Import)	Name	Jasbir Singh Nobrya Husni
Main contact in case of:	Telephone No	62-614149999 Ext. 7002 (Jasbir Singh) Ext. 7012 (Nobrya Husni)
§ Pricing	Mobile No	62-811634620 (Jasbir Singh) 62-8116045053 (Nobrya Husni)
§ Contract issues	Fax	62-614538384
§ New routes/products	Email	SALES.MEDAN@mcc.com.sg
§ Free-time		

Customer Service Representative Jakarta & Medan (Export/Key-Clients/SOC)	Name	Cherye Retniel Rudolf Tidie Alindiani Agustaf Alfin Ramun Sukirman Ganesa R. Soepraptoyo Nobrya Husni (Medan)
Main contact in case of:	Telephone No	62-2130065600
<ul style="list-style-type: none"> ▪ Process/schedule related questions ▪ Cut Offs, forms. 		
<ul style="list-style-type: none"> ▪ Day to day enquiries (e.g. equipment availability, container tracking etc) ▪ Depots, terminal details 	Fax	62-215745162
<ul style="list-style-type: none"> ▪ Documentation issues ▪ Payment 	Email	EXPORTCS.INDONESIA@mcc.com.sg

Customer Service Representative Panjang (Export/Import)	Name	Gilang Imaniar
Main contact in case of:	Telephone No	62 (721) 487575
<ul style="list-style-type: none"> ▪ Process/schedule related questions ▪ Cut Offs, forms. 		
<ul style="list-style-type: none"> ▪ Day to day enquiries (e.g. equipment availability, container tracking etc) ▪ Depots, terminal details 	Fax	62 (721) 488099
<ul style="list-style-type: none"> ▪ Documentation issues ▪ Payment 	Email	EXPORTCS.INDONESIA@mcc.com.sg

Sales Representative Surabaya (Export/Import)	Name	Dedy Krisdewanto Dhanang Dwi Wahana
Main contact in case of:	Telephone No	62-312955911 (Dedy Krisdewanto) 62-312955926 (Dhanang Dwi Wahana)
§ Pricing	Mobile No	62-811379094 (Dedy Krisdewanto) 62-8113425995 (Dhanang Dwi Wahana)
§ Contract issues	Fax	62-315326436
§ New routes/products	Email	SALES.SURABAYA@mcc.com.sg
§ Freetime		

Customer Service Representative Surabaya (Export/Import)	Name	Tiara Dewi Apriasti Ferry Agung
Main contact in case of:	Telephone No	62 (31) 2955963
<ul style="list-style-type: none"> ▪ Process/schedule related questions ▪ Cut Offs, forms. 		
<ul style="list-style-type: none"> ▪ Day to day enquiries (e.g. equipment availability, container tracking etc) ▪ Depots, terminal details 	Fax	62 (31) 5326438
<ul style="list-style-type: none"> ▪ Documentation issues ▪ Payment 	Email	EXPORTCS.INDONESIA@mcc.com.sg

Sales Representative Semarang (Export/Import)	Name	Sunarti Nugroho Dedy Krisdewanto
Main contact in case of:	Telephone No	62-2486459004
§ Pricing	Mobile No	62-811272840 (Sunarti Nugroho)
§ Contract issues	Fax	62-248451505
§ New routes/products	Email	SALES.SEMARANG@mcc.com.sg
§ Freetime		

Customer Service Representative Semarang (Export/Import)	Name	Maria Dina Oktalia
Main contact in case of:	Telephone No	62 (24) 86459012
<ul style="list-style-type: none"> ▪ Process/schedule related questions ▪ Cut Offs, forms. 		
<ul style="list-style-type: none"> ▪ Day to day enquiries (e.g. equipment availability, container tracking etc) ▪ Depots, terminal details 	Fax	62 (24) 8451505
<ul style="list-style-type: none"> ▪ Documentation issues ▪ Payment 	Email	EXPORTCS.INDONESIA@mcc.com.sg

Booking Request Booking Amendments	E-Mail:	EXPORTCS.INDONESIA@mcc.com.sg
	Or Fax:	62-215745162
Final SI	E-Mail:	MNLGSCIDX@maersk.com
BL Revision		MNLGSCAMD@maersk.com
BL OK	Or Fax:	62-215745158
E-Commerce solutions	Website	www.INTTRA.com
Schedule Shipment tracking	Website	www.MCC.com.sg

Sales Representative Indonesia (Import)	Name	Fara Elisa
Main contact in case of:	Telephone No	62-2130065587
§ Pricing	Mobile No	62-8118404892
§ Contract issues	Fax	62-215745162
§ New routes/products	Email	IMPORTSALES.INDONESIA@mcc.com.sg
§ Freetime	Name	Mohammad Raldy
	Email	MARKETING.INDONESIA@mcc.com.sg

Customer Service Representative Jakarta, Medan (Import)	Name	Boyke Sulistiawan Martino Hartumarino Hyatt Agusta Barnaby Annisa Rizky Putut Purba Kusuma Nobrya Husni (Medan)
Main contact in case of:	Telephone No	62-2130065600
▪ Process/schedule related questions		
▪ Cut Offs, forms.		
▪ Day to day enquiries (e.g. equipment availability, container tracking etc)	Fax	62-215745162
▪ Depots, terminal details		
▪ Documentation issues	Email	IMPORTCS.INDONESIA@mcc.com.sg
▪ Payment		

All About Booking

The simple way to book with MCC Transport

Following our quotation, you will receive a mail confirming the price and terms for the transportation of your products which is indicated under the **Service Contract (SC) number**. Once you have established a price for the transportation, booking with MCC Transport is easy.

How to book with us

Simply contact us to place the booking, either online or offline.

Online bookings for time-being can be placed via www.INTTRA.com or to website at www.MCC.com.sg

Should you wish to book offline, you can submit your booking by attaching the booking request (provided in softcopy) manually via email or just have them faxed. These forms may prove helpful when you plan to book online, as they contain all the required details you will need.

In order for us to process the booking request smoothly and efficiently, it is required that you have the following information at hand:

✓ **Service Contract number**

We need this information to ensure that the agreed price is applied to your booking and that your invoice is correct.

✓ **Invoice payment details**

What will be the Payment Term you are using for your transport plan, is it **Prepaid** or **Collect**, and place of payment

✓ **Parties involved in the transport plan.**

This include the shipper's name, consignee, notify parties.

✓ **Type of commodity – what is it called and how can it be categorized?**

Does your product require transportation in a refrigerated container? Is your product hazardous? If it is, please have the IMO class and UN number available. Is your product Charcoal? If it is, please have the MSDS and Self-heating Lab Test accredited by KAN attached to our Customer Service, and mention the Charcoal Manufacturer in the Shipment Notes.

✓ **Container size and type you would like to use**

Is it 40 or 20? Is it dry, reefer or other special type of container? You will also be required to know the weight and volume of your products.

✓ **The transport plan of your cargo**

From which port will your cargo be loaded and to which port of destination will it be delivered? You will also be required to mention the service mode of your transport plan, is it CY, CFS, SD. When do you plan to have them transported?

✓ **Other additional information**

This includes commodity information, or any other info that you need us to know.

Your booking will be confirmed in writing, stating the details you have provided to us. This will give you an overview of the vessels, ports of call, and the estimated transport dates.

If any details of your shipments changes after you have received the booking confirmation, please always inform the same changes to your MCC Transport customer service representative at ExportCS.Indonesia@mcc.com.sg

We would like to inform you there will be various types of replies to your booking requests. There are as follows:

- **Booking Acknowledgment** is a issued document acknowledging MCC Transport has received the booking request and is still in process due to some reasons (i.e. secure space, equipment, price, etc). This document is NOT a Delivery order (D/O) and CAN NOT be used for taking containers at depot.
- **Booking Confirmation** is a issued document confirming that the booking has been accepted, space and equipment has been allocated. The document can be used for taking containers at depot.
- **Booking Amendment** is a document issued after we have made revisions or amendments. A Booking Amendment is also a carrier notification for feeder changes/rolling on feeder. The document can be used for taking containers at depot.
- **Booking Cancellation** is a issued document confirming that the shipment has been cancelled. The cancellation can be as per customer request or carrier request. Any booking without container movement until CY cut off, will receive a Booking Cancellation. We can not reactivate cancelled booking.

MCC FORMAT BOOKING REQUEST

Dear Valued Customer

In order for MCC Transport to further increase our quality and timeliness towards our customers, Booking Requests can be made online via www.INTTRA.com or via our MCC Transport Website www.MCC.com.sg and be informed that for this our turn-time for E-Booking is 2 working hours until you will receive your Booking confirmation.

We are requesting you to send Offline Booking Requests as per below format to:

Email address: ExportCS.Indonesia@mcc.com.sg or Fax number: 62-215745162 and be informed that for this our turn-time for Manual Booking is 4 working hours until you will receive your booking confirmation.

For schedules: please visit our website at www.MCC.com.sg



3. MCC
Format
Booking
Request

(3. MCC FORMAT BOOKING REQUEST as attached separately)

Booking Requests	Turn-time in Working Hours
E-Booking	2
Manual Booking	4

For any Booking Amendments and Inquiries of your shipment please send them to:

Email Address: ExportCS.Indonesia@mcc.com.sg

Also be aware that booking amendments should be made before Vessel departs to avoid any Charges and Delays.

All About Transport Document Instruction (Shipping Instruction)

Transport Documents - all you need to know how to prepare your products

Once you have accepted the cost for the transportation of your products, and a booking confirmation has been finalized, we then need to prepare your transport documents.

Most of the information we require, have already been provided during the booking request, however, we need to know which type of transport document you require and other information as found in the below check list. To ensure that documentation and cargo clearance can be processed smoothly, we require that the details of all the products are declared by the time the container(s) arrive at the first port of loading, irrespective of the final destination.

✓ Final check before sending the Transport Document Instruction (also known as the Shipping Instruction- FINAL SI)

- MCC Transport Booking & Bill number
- Shipper
- Consignee
- Port of Loading/Receipt
- Port of Delivery
- Container number and Seal number
- Number of packages
- Cargo Description
- Gross Weight & Volume (breakdown per container)
- Number, date and custom office code export notification (PEB)
- Additional Bill requirements (tick off in the SI form)
 - o Term of payment (prepaid or collect)
 - o Bill type : Negotiable or Waybill
 - o Split or combine BL (Ensure to send split or combined in batch)

We offer flexibility in submitting Shipping Instruction, either online via www.INTTRA.com and www.MCC.com.sg or offline to: MNLGSCIDX@maersk.com

Revised documents should be sent to MNLGSCAMD@maersk.com

We always recommend online submission. As our online shipping instruction service gives you an easy, fast, and secure place to complete and submit your transport document instructions. The details from booking can be reused, making the process even quicker and easier.

Offline submission can be sent via email or fax. Our standard forms (provided in softcopy) will help us process your transport documents quickly and efficiently. These forms may prove helpful when you plan to book online, as they contain all the required details you require.

MCC FINAL SI - COC

Dear Valued Customer,

In order for MCC Transport to further increase our quality and timeliness towards our customers, we are requesting you to send the Final Shipping instruction online via www.INTTRA.com or via our MCC Transport Website www.MCC.com.sg

Offline FINAL SI can also be sent under below format to:

Email address: MNLGSCIDX@maersk.com or fax number: 62-215745158



5. Format
Final SI - COC

(5. Format Final SI – COC as attached separately)

Any revisions or amendments on your documentations should be sent to:

Email Address: MNLGSCAMD@maersk.com

Documentation	Turn-time in Working Hours
E-Final SI (INTTRA or MCC Website)	5
Manual FINAL SI (MNLGSCIDX@maersk.com)	8
Amendments (MNLGSCAMD@maersk.com)	3

For any inquiry of the status on your documentations only send directly to:

Email Address: ExportCS.Indonesia@mcc.com.sg and we will follow up your documentation requests.

Always be aware to send only ONE time of your attached documentation (FINAL SI / Revised Draft B/L) to any of the above address, to avoid any delayed process of your draft B/L to be sent to you.

All About Transferable Payment

Dear Valued Customer,

In order to finalize payment with MCC Transport, We have made some guidelines to help you process your payment quickly and efficiently. You can pay us by making the following payable methods through transfer payments to our HSBC or Mandiri Bank Accounts with bank details as per below:

JAKARTA

Payment via Transfer to HSBC

Rupiah Account: 050-036953-004
Dollar Account : 050-036953-010

Attention on Below:

- WTC Branch only receive payment for transaction more than USD 1,000
- Payment more than USD 10,000 needs early confirmation one day before
- Payment not more than USD 1,000 per slip can be made at HSBC Mangga Dua and HSBC Wisma BNI 46
- Please Write down BL number in each slip.
- One slip for one BL.

Payment via Cash or Transfer to MANDIRI

Rupiah Account: 121-0088002 708
Dollar Account : 121-0088008 200

Format Reference

Liner Name : MC (MCC Transport)
Payment category : FRT (freight),
DEM
(detention/demurrage)
Example : 527123456MCFRT

HSBC
FORMULIR SETORAN
DEPOSIT FORM

Tanggal / Date: 16 Juni 2008

Jenis transaksi / Transaction type: Tunai / Cash Cek / Cheque

Mata Uang / Currency: IDR USD Lain-lain / Other

Harap selesaikan / Please specify

Nama Rekening / Account Name	Nomor cek / Cheque number	Bank penerima / Drawee Bank	Jumlah / Amount
MCC Transport			USD 15,-
Nomor Rekening / Account Number: 050 - 036953 - 010			
Pasien / Narrative: 527123456MCFRT			
Nama Penyeter / Depositor's name: PT ABC			
Nomor telepon / Telephone number: 021 - 5241234			
Tanda tangan penyeter / Depositor's signature: Iman 081-6123456			
			Jumlah total / Total amount: USD 15,-

VALIDASI: CILE, WIS ID - Deal No., Teller's initial, Signature verified, VCAR Checked

BANK MANDIRI
FORMULIR SETORAN
Deposit Form

CABANG / Branch: TANGGAL / Date: 16 Juni 2008

HARAP DITULIS DENGAN HURUF CETAK / Fill in with Block Letters

VALIDASI: MATA UANG / Currency: RUPIAH / Local Currency VALUTA ASING / Foreign Currency (USD)

JENIS SETORAN / Deposit Type: TUNAI / Cash WARKAT SENDIRI / Bank Mandiri's Cheque WARKAT BANK LAIN / Other Bank's Cheque

NO. REKENING / Account Number: 121 0088002 708

JENIS TRANSAKSI / Transaction Type: LOKAL / Local ANTAR CABANG / Interbranch

TANDA TANGAN TELLER / Teller's Signature: Iman 081-6123456

TANDA TANGAN PENYETER / Depositor's Signature: Iman 081-6123456

Jumlah / Amount: USD 15,-

TERBILANG / In Words: Lima Belas Dollar Amerika saja

REFERENSI / Reference: 527123456MCFRT

PT. Maersk Indonesia
Menara Batavia 15th floor Jl. KH. Mas Mansyur Kav. 126 Jakarta 10220
Phone: (+62-21) 30065600 Fax: (+62-21) 5745162
P.O. Box 4053 / JKTM 12040
Website: www.mcc.com.sg

Outside JAKARTA

Payment via Transfer to HSBC

Rupiah Account: 050-036953-907

Dollar Account : 050-036953-023

Payment via Cash or Transfer to MANDIRI

Rupiah Account: 121-0088012 400

Dollar Account : 121-0088018 100

Attention on Below:

- Please Write down BL number in each payment slip
- *One slip for one BL.*
- If you have MANDIRI account, you can make the payment by account to account transfer.

Format Reference

Liner Name : MC (MCC Transport)

Payment category : FRT (freight),
DEM (detention/demurrage)

Example : 527123456MCFRT

HSBC		FORMULIR SETORAN DEPOSIT FORM		Tanggal / Date
Jenis transaksi / Transaction type:		<input checked="" type="checkbox"/> Tunai / Cash	<input type="checkbox"/> Cek / Cheque	16 Jun 2008
Mata Uang / Currency:		<input type="checkbox"/> IDR	<input checked="" type="checkbox"/> USD	
Nama rekening / Account Name: MCC Transport				
Nomor rekening / Account Number: 050 - 036953 - 023				
Rekening / Narrative: 527123456MCFRT				
Nama penyetor / Depositor's name: PT ABC				
Nomor telepon / Telephone number: 021 - 5241234				
Tanda tangan penyetor / Depositor's signature: Iman 081-6123456				
Nomor cek / Cheque number		Bank penarik / Drawee bank	Jumlah / Amount	
			USD 15,-	
			Jumlah total / Total amount: USD 15,-	
Harap Lengkapi Bank / For Bank Use Only				
CILE	WISID - Deal No.	Teller's Initial	Signature verified	VCAR Checked

BANK MANDIRI		FORMULIR SETORAN Deposit Form		CABANG / Branch	TANGGAL / Date
VALIDASI		MATA UANG / Currency: <input type="checkbox"/> Rupiah / Local Currency	<input checked="" type="checkbox"/> VALUTA ASING / Foreign Currency		16 Jun 2008
JENIS SETORAN / Deposit Type:		<input checked="" type="checkbox"/> TUNAI / Cash	<input type="checkbox"/> WARKAT SENDIRI / Bank Mandiri's Cheque	<input type="checkbox"/> WARKAT BANK LAIN / Other Bank's Cheque	
NAMA BANK TERBARIK / Drawee Bank: PT. MAERSK INDONESIA		NO. CEK/GB / Cheque Number	JUMLAH / Amount		
ALAMAT & NO. TELP. PENYETOR / Depositor's Address & Phone Number: PT. ABC (021 - 5241234)			USD 15,-		
JENIS REKENING / Account Type: <input type="checkbox"/> GIRO / Checking Account					
<input type="checkbox"/> LAINNYA / Other: Tabung/Savings					
NO. REKENING / Account Number: 1121100880120101					
JENIS TRANSAKSI / Transaction Type: <input type="checkbox"/> LOKAL / Local					
<input type="checkbox"/> ANTAR CABANG / Interbranch					
TANDA TANGAN TELLER / Teller's Signature		TANDA TANGAN PENYETOR / Depositor's Signature: Iman 081-6123456		JUMLAH / Amount: USD 15,-	
		TERBLANGKIN Words: * Lima Belas Dollar		AMARKA SAJA *	
		REFERENSI / Reference: 527123456MCFRT			

- To ensure your payment has been fully processed and verify that MCC Transport have received your payment, please send the payment slip as an attachment to: INAFINWKCTRF@maersk.com and provide the complete details of the settlement of payment of your BL
- For Invoice request please send to: INAFININV@maersk.com

All About Export Document Release

BL PICK-UP REQUIREMENTS

1. Provide Draft BL marked as OK (Confirming no further revisions required).
2. Provide Original Bank payment slips with bank validation.
3. Provide Letter of Authorization (Surat Tugas) for taking documents (Seaway Bill or Original BL).
4. Provide Letter of Authority (Surat Kuasa) with stamp IDR 6000 if Document will be picked up by third party (i.e. PPJK / EMKL).
5. If you opt to not pick up your Original Waybill from your Local MCC Transport counter, please email us at ExportCS.Indonesia@mcc.com.sg and instruct us to "Close Waybill" task in our system to avoid any delay of your documentation when arriving in destination.

For Certificate issuance:

- a. Draft Certificate OK
- b. BL Pick-up requirements (as per above 1-4)

For Switch-BL:

- a. Switch BL request letter
- b. Endorsed and Signed BL surrendered to our office.
- c. Original Bank payment slips of switch BL charge with bank validation.

For Telex Release:

- a. Provide a Telex release request letter with details of the receiver of the cargo (i.e. Consignee / Notify Party).
- b. Original BL surrendered, stamp endorsed and signed by Original BL owner.
- c. Original Bank payment slips of telex release charge with bank validation.

Contact Persons in Charge

Dear Valued Customer,

In order for MCC Transport to further increase our quality and support to you as a customer, we do require your support to assist us to develop and foster a better relationship for us to communicate with you, by providing us the necessary details of the Person in Charge (PIC) from your Company for our reference to update our database and ensure that you will automatically receive your requested Booking Confirmation and Documentation drafts.

Name of Company :

Address :

Booking Confirmation

Name :

Email :

Telephone :

Transport Document Receiver

Name :

Email :

Telephone :

Invoice Receiver

Name :

Email :