

# COMMUNICATION MATRIX

## UPDATE ON COUNTER ACTIVITIES AND IMPORT SHIPMENT

September 19, 2023

Dear valued customers and partners,

In further enhancement of our Communication Matrix, we have made the following changes:-

### 1) **Counter Activities and Telex Release**

Our new email address [MY172-telex.release@msc.com](mailto:MY172-telex.release@msc.com) will be effective from **September 22, 2023**. This covers all locations – Port Klang, Penang and Johore.

We will no longer be using following email addresses thereafter: -

Port Klang Counter	<a href="mailto:MY172-pkg.blcounter@msc.com">MY172-pkg.blcounter@msc.com</a>
Johore Counter	<a href="mailto:MY172-jhr.blcounter@msc.com">MY172-jhr.blcounter@msc.com</a>
Penang Counter	<a href="mailto:MY172-pen.blcounter@msc.com">MY172-pen.blcounter@msc.com</a>

### 2) **Import shipment**

NOA + Invoice	<a href="mailto:MY172-billing@msc.com">MY172-billing@msc.com</a>
Payment Confirmation	<a href="mailto:MY172-mscmsiacollection@msc.com">MY172-mscmsiacollection@msc.com</a>
EDO Release	<a href="mailto:MY172-importdocs@msc.com">MY172-importdocs@msc.com</a>
EDO Release after DND Extension	<a href="mailto:MY172-demurrage.detention@msc.com">MY172-demurrage.detention@msc.com</a>
Refund (Container Deposit, overpayment)	<a href="mailto:MY172-my.refund@msc.com">MY172-my.refund@msc.com</a>
Freetime - Checking and Extensions	<a href="mailto:stephy.lew@msc.com">stephy.lew@msc.com</a> & <a href="mailto:chille.teh@msc.com">chille.teh@msc.com</a> - Port Klang
	<a href="mailto:carmen.ng@msc.com">carmen.ng@msc.com</a> - Johore
	<a href="mailto:cheeying.ng@msc.com">cheeying.ng@msc.com</a> & <a href="mailto:azlina.hanapi@msc.com">azlina.hanapi@msc.com</a> - Penang
Logistics (Container / Depot)	<a href="mailto:MY172-pkg.logs@msc.com">MY172-pkg.logs@msc.com</a> - Port Klang
	<a href="mailto:MY172-jhr.logs@msc.com">MY172-jhr.logs@msc.com</a> - Johore
	<a href="mailto:MY172-pen.logs@msc.com">MY172-pen.logs@msc.com</a> - Penang

Please continue to send your email to ONLY 1 designated MSC department per email. Please note that adding more than 1 email address may render your email misrouted and delayed in response.

Thank you for choosing MSC. We are committed to continuously improving your experience with us.

Best Regards  
MSC Malaysia

For rate enquiries, kindly reach out to our Sales personnel. Alternatively, you may log in to [mymsc.com](http://mymsc.com) for our online quotation for a 24/7 access.

The department emails as listed below:-

Team Mailbox	Activities
<ul style="list-style-type: none"> <li>- <a href="mailto:MY172-bkg.usaca@msc.com">MY172-bkg.usaca@msc.com</a> for USA and Canada shipments</li> <li>- <a href="mailto:MY172-bkg.oth@msc.com">MY172-bkg.oth@msc.com</a> for <b>Non</b>-USA and Canada shipments</li> </ul>	<p>All export booking matters (<b>before</b> container loaded on vessel):-</p> <ol style="list-style-type: none"> <li>1. Request to check Booking Status</li> <li>2. Request to amend Booking before loaded on board vessel</li> <li>3. Handles documents required at booking stages (SOC form/DG form/MSDS/LOI)</li> <li>4. Request for Vessel delay letter</li> <li>5. Handles application and screening for DG approval</li> <li>6. Handles booking of nomination from Agent</li> <li>7. Revise SCT code before manifest</li> <li>8. Request for space availability on vessel</li> <li>9. Request for vessel details</li> </ol>
<p><a href="mailto:MY172-cases.usaca@msc.com">MY172-cases.usaca@msc.com</a></p>	<p>All export cases relating to USA and Canada Shipments (<b>after</b> container loaded on vessel) -</p> <ol style="list-style-type: none"> <li>1. AMS / ACI Filing status</li> <li>2. Vessel detail for AMC / ACI filing</li> <li>3. Container Tracking for USA and Canada</li> <li>4. COD for USA and Canada</li> </ol>
<p><a href="mailto:MY172-cases.others@msc.com">MY172-cases.others@msc.com</a></p>	<p>All export cases relating to <b>non</b>-USA and Canada Shipments (<b>after</b> container loaded on vessel) -</p> <ol style="list-style-type: none"> <li>1. COD for non-USA and Canada trade</li> <li>2. Container Tracking for non-USA and Canada trade</li> </ol>
<p><a href="mailto:MY172-exportdoc.si@msc.com">MY172-exportdoc.si@msc.com</a></p>	<p>All export documentation from Shipping Instruction to 1st draft -</p> <ol style="list-style-type: none"> <li>1. SI Cut-off, SI Cut-off extension and SI Chaser</li> <li>2. Non-Manipulative Certificate (NMC)</li> <li>3. CTN/BIETC/ACID numbers and other mandatory required info at POD</li> <li>4. Resent BL draft when there is vessel omission.</li> <li>5. LC (Letter of Credit) enquiries</li> <li>6. Manual SI Request</li> </ol>
<p><a href="mailto:MY172-exportdoc.amd@msc.com">MY172-exportdoc.amd@msc.com</a></p>	<p>All export documentation amendment -</p> <ol style="list-style-type: none"> <li>1. Amendment requests on BL</li> <li>2. BL Confirmation</li> <li>3. BL Type Request e.g .SWB / EBL / Split BL /Combine BL</li> <li>4. Free Time certificate (FT Certificate) and other shipping certificates</li> <li>5. SOB date</li> <li>6. Freight BL copy</li> <li>7. Switch BL</li> </ol>
<p><a href="mailto:MY172-telex.release@msc.com">MY172-telex.release@msc.com</a></p>	<p>All counter releasing matters in <b>Port Klang, Penang and Johore</b></p> <ol style="list-style-type: none"> <li>1. OBL release and OBL collection</li> <li>2. Telex release request</li> </ol>
<p><a href="mailto:MY172-Importdocs@msc.com">MY172-Importdocs@msc.com</a></p>	<p>All import documentation matter (all MY locations) -</p> <ol style="list-style-type: none"> <li>1. Request for K4 Manifest submission, corrections, and queries.</li> <li>2. Import Discharged List (ISL) to be updated to port system</li> <li>3. COD request / re-export/ re-used import container.</li> <li>4. DG declaration for discharged units</li> </ol>

	<p>5.Elsewhere printing for switch BL/ Printing at POD  6.Release eDO requests for PKG  7.DIC Release – for PEN  8.CDO/EDO Release – for JHR/PGU</p> <p>For Notice of Arrival (NOA) and IMP local Invoice (INV), please contact our Billing Team: <a href="mailto:MY172-Billing@msc.com">MY172-Billing@msc.com</a></p>
<a href="mailto:MY172-Billing@msc.com">MY172-Billing@msc.com</a> (esp for NOA+Invoice)	<p>All export and import billing matters (all MY locations)</p> <ol style="list-style-type: none"> <li>1. Invoice request (export/ import/ DND/elsewhere/M&amp;R)</li> <li>2. Dispute of invoice (export/ import/ DND/elsewhere/M&amp;R)</li> <li>3. EMC request - disputes/ adding or remove charges</li> <li>4. Notice of Arrival (NOA) request</li> <li>5. Invoice copy request (export)</li> <li>6. D&amp;D extension</li> </ol>
<a href="mailto:MY172-MSCMSIACollection@msc.com">MY172-MSCMSIACollection@msc.com</a>	<ol style="list-style-type: none"> <li>1. Payment advice &amp; payment details (in CC only)</li> <li>2.Request local charges credit note</li> <li>3. Request/follow-up of Statement of Account</li> <li>4. Outstanding dispute highlight</li> <li>5. Request for contra with credit note or overpayment.</li> <li>6. Request to re-use container deposit</li> </ol>
<a href="mailto:MY172-my.refund@msc.com">MY172-my.refund@msc.com</a>	Request for refund (deposit or over payment)
<a href="mailto:MY172-demurrage.detention@msc.com">MY172-demurrage.detention@msc.com</a>	<ol style="list-style-type: none"> <li>1. Handles request of CN on D&amp;D charges</li> <li>2. Release blocked EDO via terminal system</li> <li>3. Calculate D&amp;D LOLO charges due to export MT return unit</li> <li>4. Handle request and update of re-used container for Export (linkage)</li> <li>5. Handles D&amp;D for import containers re-use</li> </ol>
<a href="mailto:MY172-mscmsiasupplieroa@msc.com">MY172-mscmsiasupplieroa@msc.com</a>	<ol style="list-style-type: none"> <li>1.Request of Taulia ID for new suppliers/vendors <ol style="list-style-type: none"> <li>a. Error Submission invoice in TAULIA</li> <li>b. To reset password in TAULIA</li> </ol> </li> <li>2.Request for updates of payment and outstanding status</li> <li>3.Handles suppliers/vendors dispute on charges</li> <li>4. Customer charges to MSC (based MSC error)</li> <li>5. Informing statement of account (SOA) from vendor</li> </ol>
<a href="mailto:MY172-legalclaim@msc.com">MY172-legalclaim@msc.com</a>	<p>Handles email relating to</p> <ol style="list-style-type: none"> <li>1. Potential or actual cargo damage, loss and/or theft and/or claim submission on potential or actual cargo damage, loss and/or theft.</li> <li>2. Legal action, letter of demand, complaint and/or threat of legal action by customer and/or its agent or representative.</li> <li>3. Request from any public authorities, enforcement body or judicial body such as Court or tribunal, either from Malaysia or any other jurisdiction, for MSC to comply with its directions.</li> </ol>
<a href="mailto:MY172-TMS.MY@msc.com">MY172-TMS.MY@msc.com</a>	<ol style="list-style-type: none"> <li>1. Rate disputes emails from Customer</li> <li>2. Handles disputes on COD charges</li> <li>3. Inquiries for Free Time for <b>Export</b> shipments</li> <li>4. Request on changing payment location</li> </ol>

<p><a href="mailto:MY172-pkg.logs@msc.com">MY172-pkg.logs@msc.com</a></p>	<p>All logistics matters for <b>Port Klang Team</b> –</p> <ol style="list-style-type: none"> <li>1. Request Update on Port Booking/Container No.</li> <li>2. Inquiry on Container Availability</li> <li>3. Report on Container Abnormality</li> <li>4. Request for Container Early Pick Up</li> <li>5. Change Depot Requisition for Empty Container Collection/Return</li> <li>6. Request Empty Return for Export Container</li> <li>7. Report on Seal Discrepancy and Request for Replacement Seal</li> <li>8. Request for Pre-Trip Inspection (PTI)</li> <li>9. Request for Joint Survey/Dispute on M&amp;R for Import Container</li> <li>10. Request Extension for Closing Time</li> <li>11. Request Container Swapping</li> <li>12. Request for Early Gate In</li> <li>13. Vessel Enquiry (ETA, Port Opening &amp; Closing Time)</li> <li>14. Claim on Export Port Storage</li> <li>15. Request for Cancel Loading</li> <li>16. Request Container Re-Delivery from CY</li> <li>17. Request Additional Loading/Re-plan after Closing Time</li> </ol>
<p>- <a href="mailto:MY172-jhr.logs@msc.com">MY172-jhr.logs@msc.com</a> all depots and terminal matter in <b>Johore</b></p> <p>- <a href="mailto:MY172-pen.logs@msc.com">MY172-pen.logs@msc.com</a> all depots and terminal matter in <b>Penang</b></p>	<p>All logistics matters for <b>Johore and Penang Team respectively</b> –</p> <ol style="list-style-type: none"> <li>1. Request Update on Port Booking/Container No.</li> <li>2. Inquiry on Container Availability</li> <li>3. Report on Container Abnormality</li> <li>4. Request for Container Early Pick Up</li> <li>5. Change Depot Requisition for Empty Container Collection/Return</li> <li>6. Request Empty Return for Export Container</li> <li>7. Report on Seal Discrepancy and Request for Replacement Seal</li> <li>8. Request for Pre-Trip Inspection (PTI)</li> <li>9. Request for Joint Survey/Dispute on M&amp;R for Import Container</li> <li>10. Request Extension for Closing Time</li> <li>11. Request Container Swapping</li> <li>12. Request for Early Gate In</li> <li>13. Vessel Enquiry (ETA, Port Opening &amp; Closing Time)</li> <li>14. Request for Cancel Loading</li> <li>15. Request Container Re-Delivery from CY</li> <li>16. Request Additional Loading/Re-plan after Closing Time</li> </ol>
<p><a href="mailto:MY172-intermodal.ops@msc.com">MY172-intermodal.ops@msc.com</a></p>	<ol style="list-style-type: none"> <li>1. Haulage activities relating to intermodal</li> <li>2. Handle customs clearance</li> <li>3. Warehouse activities</li> <li>4. Cross-border trucking activities</li> </ol>
<p><a href="mailto:MY172-intermodal@msc.com">MY172-intermodal@msc.com</a></p>	<p>For Intermodal services inquiries</p>
<p><a href="mailto:MY172-vas@msc.com">MY172-vas@msc.com</a></p>	<p>For value added service inquiries</p>