

RE: Skenario Payment di Terminal PTP

gustina.sutanto@msc.com <gustina.sutanto@msc.com>

Tue 8/31/2021 3:59 PM

To: M. Fikri Al Hakim <fikri.hakim@primatpk.co.id>

Cc: Pandapotan <pandapotan@primatpk.co.id>; Fridolin Siahaan <fridolin@primatpk.co.id>; suwarna.chiu@msc.com <suwarna.chiu@msc.com>; inoky.id@msc.com <inoky.id@msc.com>; ridho.siregar@msc.com <ridho.siregar@msc.com>; syafrizal.id@msc.com <syafrizal.id@msc.com>; yuni.id@msc.com <yuni.id@msc.com>; luky.pratama@msc.com <luky.pratama@msc.com>; herryanto.tan@msc.com <herryanto.tan@msc.com>; albert.avianto@msc.com <albert.avianto@msc.com>

Dear Pak Fikri,

By way of introduction, I am from finance team of MSC Indonesia.

First, I would like to thank you for swift response. We highly appreciate it.

Furthermore, We would like to kindly inform you our SLA pertaining to Payment Term is set at 7 Working days (Equivalent to 7 x 8 working hours) upon Proforma Invoice confirmation.
Kindly please confirm your acceptance.

As for list of PIC related to payment kindly please refer to these following:

- M. Ridho Siregar – Asst. Branch GM Belawan (ridho.siregar@msc.com)
- Syafrizal – Operation Branch Belawan (syafrizal.id@msc.com)
- Luky Pratama – AP Supervisor (luky.pratama@msc.com)
- Yuni – Finance Supervisor Branch Belawan (yuni.id@msc.com)

At last, we would like to thank you for your understanding and support to MSC Business.

Best Regards,

Gustina Sutanto

Senior Finance Manager

MSC - MEDITERRANEAN SHIPPING COMPANY S.A., GENEVA

As Agent PT. PERUSAHAAN PELAYARAN NUSANTARA PANURJWAN

Capital Place Building, 39th floor, Jl. Jend. Gatot Subroto Kav. 18 Mampang Prapatan, Jakarta 12710,
INDONESIA

Sensitivity: Internal

From: M. Fikri Al Hakim <fikri.hakim@primatpk.co.id>

Sent: Tuesday, August 31, 2021 2:47 PM

To: Muhammad Ridho Siregar (PT PANURJWAN - Indonesia) <ridho.siregar@msc.com>

Cc: Pandapotan <pandapotan@primatpk.co.id>; Fridolin Siahaan <fridolin@primatpk.co.id>; Gustina Sutanto (PT PANURJWAN - Indonesia) <gustina.sutanto@msc.com>; Inoky Id (PT PANURJWAN - Indonesia) <inoky.id@msc.com>; Syafrizal Id (PT PANURJWAN - Indonesia) <syafrizal.id@msc.com>

Subject: RE: Skenario Payment di Terminal PTP

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Dear Pak Ridho,

Thank you for your respond regarding our confirmation.

Based on our discussion, i will respond your question as following :

Queries:

1. SLA for proforma and invoice

- a. Please confirm PTP's Service Level Agreement ("SLA") for respective process in this particular point, i.e. PTP Team submit proforma Invoice at ATD + (at max 2 days); MSC team to perform Invoice verification and dispute Invoice at maximum (at max 1 x 24 hour) days upon Proforma Invoice receipt.
- b. Please also share detail PIC and detail process pertaining to dispute Invoices as per PTP Policy
Pak Pandapotan (Finance Manajer) : pandapotan@primatpk.co.id
Pak Marihot (Finance Staff) : marihot@primatpk.co.id
Pak Ruschan (Operation Manajer) : ruschan@primatpk.co.id
Pak Nursan (Planning and Controlling) : care@primatpk.co.id
Fikri Hakim (IT) : fikri.hakim@primatpk.co.id

2. Payment

- a. Please confirm agreed payment term for T/T Payment.
After MSC verified the proforma that PTP sended, and make sure that everything is in order, MSC has to transfer the bill to the following account :
PT PRIMA TERMINAL PETIKEMAS
ACC : 30-07-2013-92
BANK BNI KC KIM 2 MEDAN
- b. Please also confirm that NIL deposit placement is required (Upper) and amount to be paid would be in accordance with Invoice amount.
We haven't conduct the auto-collection method yet, so there will be no deposit required.

3. Payment Verification

- a. Please confirm PTP's Service Level Agreement ("SLA") for payment verification.
At max 1 x 24 hour after the payment is received
- b. Please also confirm possible worst scenario that will took into place and proposed solution from PTP if payment was not able to be verified irregardless payment was made timely.
Please provide us the PIC for the payment, in order to discuss the case so that we can mitigate the problem together.

Best Regards,

Fikri Hakim
Head of IT subdivision
PT Prima Terminal Petikemas
PT Pelabuhan Indonesia I (Persero)

From: ridho.siregar@msc.com

Sent: Tuesday, August 31, 2021 10:20 AM

To: [M. Fikri Al Hakim](#)

Cc: [Pandapotan](#); [Fridolin Siahaan](#); gustina.sutanto@msc.com; inoky.id@msc.com; syafrizal.id@msc.com

Subject: RE: Skenario Payment di Terminal PTP

Dear Pak Fikri,

We would like to further clarify several points pertaining to agreed payment scheme at PTP as detail below:

1. Point 3. *Skenario nya, setelah kapal selesai proses bongkar muat, tim PTP akan mengirikan proforma ke halaman akun webaccess nya untuk MSC untuk dilakukan verifikasi apakah data tagihan sudah benar atau perlu penyesuaian;*

Queries:

- a. Please confirm PTP's Service Level Agreement ("SLA") for respective process in this particular

point, i.e. PTP Team submit proforma Invoice at ATD + days; MSC team to perform Invoice verification and dispute Invoice at maximum ... days upon Proforma Invoice receipt.

b. Please also share detail PIC and detail process pertaining to dispute Invoices as per PTP Policy

2. Point 4. *Setelah sesuai, pihak MSC melakukan pembayaran secara transfer ke rekening PTP;*

Queries:

a. Please confirm agreed payment term for T/T Payment.

b. Please also confirm that NIL deposit placement is required (Upper) and amount to be paid would be in accordance with Invoice amount.

3. Point 5. *Pembayaran akan diverifikasi, apabila sesuai, PTP akan menerbitkan NOTA lunas di halaman webaccess, tahapan pembayaran selesai sampai disini.*

Queries:

a. Please confirm PTP's Service Level Agreement ("SLA") for payment verification.

b. Please also confirm possible worst scenario that will took into place and proposed solution from PTP if payment was not able to be verified irregardless payment was made timely.

Awaiting for your feedback related to this matter.

Thank you in advance.

Best Regards,

Muhammad F. Ridho Siregar

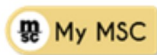
Asst. Branch Manager

MSC - MEDITERRANEAN SHIPPING COMPANY S.A., GENEVA

As Agent PT. PERUSAHAAN PELAYARAN NUSANTARA PANURJWAN

Mandiri Building 6th floor, Jl. Imam Bonjol No. 16-D, Petisah Tengah, Medan 20112

T : +62 61 4518583 # 110 **M** : +62 812 6017 045 **E** : ridho.siregar@msc.com **W**: www.msc.com



**HAVE A BLESSED
NEW HIJRI YEAR**



BEST WISHES



Sensitivity: Internal

From: M. Fikri Al Hakim <fikri.hakim@primatpk.co.id>

Sent: Friday, August 27, 2021 12:21 PM

To: Muhammad Ridho Siregar (PT PANURJWAN - Indonesia) <ridho.siregar@msc.com>

Cc: M. Fikri Al Hakim <fikri.hakim@primatpk.co.id>; Pandapotan <pandapotan@primatpk.co.id>; Fridolin Siahaan <fridolin@primatpk.co.id>

Subject: Skenario Payment di Terminal PTP

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Yth Pak Ridho,

Menyambung pembahasan kita tadi via telp, ada beberapa hal yang perlu kami sampaikan , sbb:

1. Pada dasarnya, pola yang PTP terapkan untuk scenario pembayaran Pelayanan Stevadoring adalah menggunakan Host 2 Host auto-collection via bank mandiri (untuk bank lainnya belum bisa dilakukan karena perjanjian kredit);
2. Dikarenakan MSC menggunakan bank BNI, maka kita bisa menggunakan metode post-billing payment;
3. Skenario nya, setelah kapal selesai proses bongkar muat, tim PTP akan mengirikan proforma ke halaman akun webaccess nya untuk MSC untuk dilakukan verifikasi apakah data tagihan sudah benar atau perlu penyesuaian;
4. Setelah sesuai, pihak MSC melakukan pembayaran secara transfer ke rekening PTP;
5. Pembayaran akan diverifikasi, apabila sesuai, PTP akan menerbitkan NOTA lunas di halaman webaccess, tahapan pembayaran selesai sampai disini.

Walaupun begitu, kami tetap meminta agar proses ini lebih lancar dan by-system, pihak MSC bila berkenan bisa membuka rekening Bank Mandiri untuk mensupport metode auto-collection untuk kedepannya.

Demikian pak Ridho kami sampaikan, silahkan konfirmasi ke email kami bila diperlukan, Terima kasih.

Best Regards,

Fikri Hakim
Head of IT subdivision
PT Prima Terminal Petikemas
PT Pelabuhan Indonesia I (Persero)

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