



Pelindo Appreciates Partners with Customer Awards

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Jakarta, October 2024 - As a form of appreciation to service users or selected work partners throughout the three years of merger, Pelindo organised the Customer Awards 2024 'Merajut Nusantara Majukan Indonesia'. In the event held on 3 October 2024 at Anvaya Hotel Bali, Pelindo gave awards in 11 categories to Pelindo's customers who made significant contributions to the company's business progress.

Pelindo President Director Arif Suhartono said that the award was given to loyal customers who have contributed positively to Pelindo's growth.

'I hope that Pelindo's relationship with its customers will be closer, more solid and can grow together,' said Arif.

In the Customer Awards event, there was also a launching of ship and terminal service integration. Pelindo Group standardises and digitalises ship & terminal services through a programme of digitalisation and systemisation of port business processes to improve service visibility and operational performance by implementing applications including Phinnisi for ship services, PTOS-M for non container services, and TOS Nusantara for container services. Integration of ship and terminal services has been implemented in 28 branches and terminals.

Pelindo's transformation, which has begun through standardisation and systemisation, has now evolved into a new era, namely the integration of port service application systems through the integration of ship and terminal service operating systems that provide important information such as ship arrivals, loading and unloading work plans, operation and mooring plans, approval status of ship and goods service applications, first line and last line realisation, loading and unloading progress, and estimate to complete notifications.

At Teluk Lamong Terminal, service users felt a significant increase, 'we use Teluk Lamong Terminal for one visit of around 13,400 containers or 192,000 tonnes, until now the average speed is 30.2 BSH, so it's very fast and we want it to continue in the future,' said Victor Suripatty, Manager Exim, Shipping & Trade Compliance, PT Freeport Indonesia.

This increased productivity has also had a positive impact on the delivery of goods, with shorter travelling times.

'Pelindo is committed to continuously improving port services as part of a joint effort to realise more competitive logistics costs and improve Indonesia's economic competitiveness,' Arif concluded.