



NEWS RELEASE

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NPCT1 Collaborates with 3 Truck Marketplace Operators to Digitally Enhance the Customer Experience

Jakarta, 06 January 2021 – New Priok Container Terminal 1 (NPCT1) announced today a national industry-first collaboration with three leading truck marketplace operators, Logol, Logee and Ritase. Combining vast expertise and state of the art integrated digital platforms with NPCT1 & these companies, NPCT1 customers will be able to access a complete end-to-end service that includes, customs clearance, container truck booking and scheduling, as well as e-document processing and legislative compliance.

With over 15,000 import / export truck container movements at NPCT1 every week, it is vital that services for customers are reliable, smooth and easy to access. NPCT1 jointly with Logol, Logee and Ritase have worked to produce a simple integrated logistics process, so that customers are able to reserve, schedule and manage container trucks from the convenience of any location via their platform. The above collaborative resources are ideally placed with an integrated approach to further explore global and regional efficiency.

The transformation of these logistics activities will improve customer experience, while also minimizing contact in accordance with COVID-19 protocols. As part of NPCT1's commitment towards sustainability, all requirements are digitally processed, making the transactions completely paperless.

With the ever-growing need for supply chains to be efficient, transparent and productive, this industry-first collaboration between NPCT1 and the three logistics marketplace operators will **accelerate the digital connectivity within Indonesia's National Logistics Ecosystem.**



Pak Hudadi, Director of NPCT1, said, “We are delighted to see the fruition of this collaborative effort. With the integration of ECON (NPCT1 paperless billing platform) with each of the three platforms, customers will have the opportunity to reliably access services from any location, giving them dynamic flexibility, as well as reducing the need for physical entry into port facility offices, which is vital in these challenging times.”

The above collaborative resources also have a unique opportunity to further explore and implement process and technological improvements. Our purpose is to support global and regional sustainability as well as digital & physical connectivity, in order to offer the best in class customer service and reliability now and in the future.

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