

Aqaba Container Terminal - ACT Communication Matrix		
Activity	To	Phones
EDO's (creating, amending, deleting...etc)	EDO@act.com.jo	00962 3 2091122
Booking, Pre-advice (creating, amending, deleting...etc)	Bookings@act.com.jo	00962 3 2091122
Claims/ Accident/ Damage / Legal cases	legalandclaim@act.com.jo	00962 3 2091438
Commercial (Complains, Queries, Requests, Discounts, Terminal info, Tariff)	commercial@act.com.jo	00962 3 2091224
Container Hold & Release Issues (Import, Export)	Hold_Release@act.com.jo CSOfficers@ACT.COM.JO	00962 3 2091122
Customs & Authorities issues	customerservice@act.com.jo CSOfficers@ACT.COM.JO	00962 3 2091122
Full export list / Not Registered & Community list / Loading (Empty)/Late Full registration	Loadlist@act.com.jo	00962 3 2091621
Gates Operations	Gates@act.com.jo	00962 3 2091609
Issues Related to Billing / Invoices / Payments / SOA	Finrev@act.com.jo	00962 3 2091430
Issues related to Daily EDI Communications(CODECO,COARRI,COPARN)	IT@act.com.jo	00962 3 2091507
Issues related to DG/IMO cargo/leakage / DG inquires / declaration	DG@act.com.jo	00962 3 2091809
Breakbulk/ OOG request	bbkooqteam@act.com.jo	00962 3 2091610
Reefers Issues (Tempreture, plug, unplug)	Reefers@act.com.jo	00962 3 2091724
TDR & TPR	TDR_TPR@act.com.jo	00962 3 2091604
Vessel Operation (EDI in/out,Pre-EDI,Final EDI,Empty Recap,Gang List , BL amending, Vessel Schedule and Berth Plan)	VesselOperations@act.com.jo	00962 3 2091603
weighing issues (Amending, Deleating, Request for Re-wieght,...etc)	Weight@act.com.jo	00962 3 2091609
Gate pass Requests	GatePass@ACT.COM.JO	00962 3 2091808
Line change	customerservice@act.com.jo CSOfficers@ACT.COM.JO	00962 3 2091122
Direct Delivery cases (Import, Export)	DirectDelivery@act.com.jo	00962 3 2091603
Communication Matrix	cargocontrolling@act.com.jo	00962 3 2091604
Any other cases requests not listed	customerservice@act.com.jo CSOfficers@ACT.COM.JO	00962 3 2091224

Escalation Point of contact		
Escalated contact for Operational issues	OperationsManagment@ACT.COM.JO	00962 3 2091610
Escalated contact for Planning issues	AhmedSalah@ACT.COM.JO	00962 3 2091602
Escalated contact for Safety issues	ghaiethalkhlaifat@act.com.jo	00962 3 2091814
Escalated contact for Security issues	raedaltarawneh@act.com.jo	00962 3 2091802
Escalated contact for Commercial issues	maidalasmr@act.com.jo	00962 3 2091207
Escalated contact for Customer service issues	alaabjan@act.com.jo	00962 3 2091225
Escalated contact for Finance issues	marwanmorsi@act.com.jo	00962 3 2091415
Escalated contact for Marketing & public releation issues	ihabalrawashdeh@act.com.jo	00962 3 2091222