

CUSTOMERY ADVISORY

Dear Customer,

Introducing: Customer Representative Service for Custom Stopped Containers:

In the situation where your container is stopped and detained by Customs (South African Revenue Services, SARS); SAPS (South African Police Force) or the NRCS in South Africa, and you do not have representation for the inspection at the depot, MAERSK can arrange with one of our trusted vendors to be present and represent you at the depot for inspection. By using this service, the safety and integrity of the cargo is kept intact, where photographs will be taken at each stage from breaking of seal – completion of inspection, creating complete visibly and peace of mind. The assigned customer's representative scope will include:

- Arrange to meet with officials at the inspection site and conducting the physical inspection with the officials;
- Be present at the breaking of seal;
- Be present at opening of container doors;
- If just a tailboard is required, doors will be shut with new seal;
- If unpack is required, once unpack is complete on warehouse floor, the representative will conduct a packing list with the relevant officials and depot officials, ensuring nothing goes wrong;
- Step-by-step feedback will be provided to Maersk, creating visibly in the instance of any damage or stolen cargo – document will be shared with customer once container is released;
- Once inspection is finalised, the duty of the repetitive is complete at this stage and will leave;
- The representative will follow up with the relevant authorities, it will typically take 1-3 days to get release;
- Furthermore, a report document will be forwarded to the customer with the findings of the inspection.

Inspection Fee Breakdown:

Inspection 1 st day - Customer Rep (20' & 40')	Inspection 2 nd day & any day onwards - Customer Rep (20' &40')	MAERSK Admin Fee
R630.00 (ex VAT.)	R350.00 (ex VAT.)	R450.00 (ex VAT.)

- First day of inspection is R630.00 (ex VAT.) for a 20' & 40' Container;
- If it is a full unpack, the 2nd day and any day after is R350.00 (ex VAT.);
- MAERSK will add an admin fee of R450.00 (ex VAT.);

Important to Note: Additional charges apply in the rare instance when an Official request a **full sort** or **inventory** to be done on a shipment. The added rate for sorting and inventory is **R530.00** (ex VAT.) per day per 20-foot container, and **R980.00** (ex VAT.) per day per 40-foot container. Extra labour is needed to assist with the physical sorting and taking inventory of the cargo.

The Rationale Behind This Service:

In the absence of a representative for an inspection of your stopped container, it will often result in massive delays, as officials refuse to open the container for inspection without customer representation, resulting in weeks and sometimes months of storage incurred by the customer. By using this value-add inspection service MAERSK is offering, you as the customer can have representation on the day of inspection with feedback and photo updates of the progress. Once the inspection is complete, the representative will follow up with the authorities to get release of the container as soon as possible. This is saving customers a significant amount of money in storage, which would otherwise be incurred.

Your partnership is important to us and we are happy to give you solutions that will make your shipping experience with us a comfortable and seamless one. If you have any questions on the inspection service, please feel free to get in touch with za.stops@maersk.com.

Sincerely,

Custom Stops Team