



Customer Advisory #1

Transnet IT Disruption

July 22,2021

Dear Valued Customer,

As reported this morning, Transnet is currently experiencing a disruption in IT applications, and the source of this problem is being identified. The issues continue with an effective system shut down disrupting operations.

- Waterside operations are effectively suspended
- All Gate-In / Gate-Out and landside operations have been suspended.

While manual business continuity plans are being activated the situation remains very fluid.

We appreciate on top of recent events this situation adds more stress to our customers supply chains. We are engaging with our suppliers to support the recovery process and coordinating with the continuity plans being put in place.

In the interim given the effective suspension of operations and gate movements we encourage our export customers with packed containers for loading today to make alternative arrangements to store containers at own facilities and depots. Imports cannot be collected at this point so please refrain from sending haulier to the terminals.

As soon as we get more information we will provide more detailed guidance – and remain contactable via all our usual channels.

Best Regards,
Maersk

National Customer Service Contact Number: 021 408 6888

National After-Hours Contact Numbers:

Imports After hours: 083 786 7145

Exports After hours: 083 796 6415

Reefers After hours: 076 333 0399

National Customer Service Email address:

za.export@maersk.com for export queries

za.import@maersk.com for import queries

sales.support@maersk.com for sales support

*After Hours Operational: 17h00 – 22h00 week days & 08h00-22h00 public holidays/weekends



The graphic features the Maersk logo (a blue square with a white star) and the word "MAERSK" in bold black letters. Below this, the text "Your voice matters!" is written in a light blue font. Underneath, it says "Take our Customer Satisfaction Survey and tell us – we appreciate your time." and "5th – 25th July". To the right of the text is an illustration of four diverse people (two men and two women) standing in a row, each holding a smartphone. At the bottom left of the graphic, it says "© 2021 A.P. Møller - Mærsk".

Surveys are sent out at random, so please lookout for an email from customersurvey@maersk.com and share your feedback with us.

© 2021 A.P. Møller - Mærsk A/S, Esplanaden 50, Copenhagen K 1098, Denmark

[Subscription Preferences](#) | [Unsubscribe](#) | [Privacy Policy](#)