



# Customer Advisory #10

**Transnet IT Disruptions - Maersk Support Saturday 31st July**

**2021 09h00 to 15h00**

July 30, 2021

Dear Valued Customer,

We are delighted to see that close to full NAVIS functionality has been restored across all terminals - with Transnet today announcing the restoration of NAVIS and PECT and NCT - "30<sup>th</sup> July NCT and PECT NAVIS update".

EDI links, however, are still not yet established, which means that we will have to continue manually processing activities such as capturing import releases and export bookings, in order to facilitate customer transactions.

We appreciate that over this period rapid response to your queries is critical, which is why we will be deploying a dedicated team to further support and serve your needs during this weekend. The team will be working on Saturday from 0900 to 1500. This is in addition to our standard after-hours team that works Saturday and Sundays from 08h00 to 22h00). Given the nature of the manual work, our team will focus on updating Import Transporter Details and Reefer Export bookings directly in NAVIS to facilitate your transactions.

**Contact Centre: 021 408 6888**

**Time: 09h00 to 15h00**

- *Dry Cargo*: Please select "5" when prompted to do so for first available Agent.
- *Reefer Customers*: Please use your respective PIN when prompted.

## **After Hours Details:**

Imports after-hours: +27 83 786 7145 | Exports after-hours: +27 83 796 6415 |

Reefers after-hours: +27 76 333 0399 |

After-hours 08h00-22h00 on weekends & public holidays

## **Imports:**

We will update Navis for Import Releases with Transporter Details should this be missing in Navis to assist making a booking.

Any New Import Releases to please send to [za.import@maersk.com](mailto:za.import@maersk.com) to be processed in the usual way.

## **Reefer Exports:**

We will update Reefer Export bookings directly in NAVIS to pre-advise units.

## **Dry Exports:**

At this point dry stacks remain very fluid. Terminals are congested which is impacting productivity. Our focus will be on restoring schedule and product stability and maximising loadings. With export stacks beginning to open up we are assessing what has been loaded on the vessels impacted. Vessels have cut and run as well as some necessary port omissions to maintain onward schedules - so this reconciliation and forward assessment of capacity and bookings is being made. While we aim to

minimise disruption to the best of our abilities, there may still be instance where we will have to move bookings. Stack durations may vary and in some cases may not be opened depending on what is operationally feasible. We are committed to reducing disruptions on your supply chains, but where we have to resort to contingencies, we aim to advise you at the earliest opportunity.

Please continue to consult our daily operations update - [Daily Vessel Update & Daily Stack Date Update](#): <https://www.maersk.com/local-information/africa/south-africa>

We continue to actively engage with Transnet to support the recovery process, coordinating with the continuity plans being put in place. Whilst the situation is fluid, we remain committed to ensure we keep your supply chains moving to the best of our abilities.

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](mailto:za.export@maersk.com) for export queries

[za.import@maersk.com](mailto:za.import@maersk.com) for import queries

[sales.support@maersk.com](mailto:sales.support@maersk.com) for sales support

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

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