



Customer Advisory #11

Transnet IT Disruptions – Operations Recovery

August 03, 2021

Dear Valued Customer,

1. TPT terminal recovery status

Yesterday 02nd August Transnet released its latest update on the recovery of IT – (ref “TRANSNET PORT TERMINALS RECOVERY STATUS: FOR TRANSNET PORT TERMINALS CONTAINER TERMINALS IN THE PORTS OF DURBAN, NGQURA, PORT ELIZABETH AND CAPE TOWN: 2 AUGUST 2021”) - and – and it is with great delight that TPTs has confirmed all NAVIS functionality and customer links are working successfully:-

- TPT has been able to restore all EDI functionality.
- In addition, full NAVIS functionality has been restored for the Transnet Freight Rail - City Deep site and as such rail can be planned with TPT to align with vessel stacks.
- Transnet websites, and internal file servers will be restored as a matter of priority this week.

This is wonderful news for the industry and wider business community and we commend Transnet for their swift action and ability to restore systems and processes.

2. Operations Recovery

While full functionality has been restored, for the impacted period where manual processes were implemented there are house-keeping and reconciliation activities that we still need to perform - Gate messaging, load and discharge movements and so forth – and these will continue at pace this week including any remaining manual NAVIS updates for shipments over this period of disruption.

We appreciate that accurate information and communication around booking and shipment status is key. We have seen a surge in incoming calls and cases – and rest assured we aim to respond to your queries as fast and as accurately as possible. We apologise for not always meeting our accessibility and query turn time targets and wanted to assure the market we are doing our utmost to serve you with rapid and accurate responses.

Operationally it will take a little more time to recover. With lowered productivity, restricted stacks and manual processes in play – export dry loads in particular have been impacted. Our focus has been on restoring schedule and product stability, maximising loadings and discharging your imports. While we aim to minimise disruption to the best of our abilities, we may need to continue to shorten port stays and even effect port omissions to recover onward schedules.

This means that during this period of operations recovery there will be times where

we will have to make the tough decision to move bookings in order to restore schedules and speed up the recovery process. We apologise in advance for the impact this may have on your business and aim to ensure any changes we make will have minimum effect on your supply chains.

3.Safari Dry Export recovery plan

Our SAFARI service has been most negatively impacted with very limited export dry volume able to load. From the Maersk Taikung and San Fernando we have triggered a necessary slide of dry bookings of two to three weeks. We appreciate the disruption this brings to your supply chains – but is the tough decision we have had to make to maintain the service going forward. We aim to advise you at the earliest opportunity and our CX team is on hand to support you through this process. Given these exceptional circumstances SPOT amendment and cancellation fees will not be applied, nor compensation given.

4.Reefer update

We appreciate the huge strain on the nation's cold chain with ongoing pressure on cold store, depot and terminal capacity. Our first priority is to make sure packed containers on the ground and in the terminal move as quickly as possible and load on intended vessels. We thank you for working with us through this period of IT disruption in the pre-advise of your containers into stack for loading vessels and we continue at pace in our reconciliation processes to ensure smooth loading. Our vessel schedules, particularly on our EUROPE and MEA services (SAECS, Protea and MW1) have been heavily impacted and we have had to make a number of decisions – including omissions and shortened port stays to recover schedules across the services and ports – notably through Port Elizabeth PECT/NCT. Specific service contingencies will be sent out as well as our regular Friday Weekly service update. As always our dedicated reefer CX team is available to assist and support our valued reefer customers.

We appreciate your continued co-operation and support as we work together to restore the situation back to normal and to keep supply chains moving in the face of this disruption. We remain available via all our usual channels and look forward to hearing from you.

We thank you for your partnership with this process.

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

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

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