



Customer Advisory #2

Transnet IT Disruption

July 23,2021

Dear Valued Customer,

A brief update this morning on the disruption to Transnet's IT applications. Transnet's systems continue to be disabled. This means that operationally, the majority of both waterside and landside activities will remain suspended until further notice. A trial to examine an export manual booking process took place yesterday evening and overnight for a limited number of vessels for containerised refrigerated cargo only, and the success of this is currently being assessed. We will inform you of the results once available. No further vessels have been indicated as yet this morning.

We continue to actively engage with Transnet to support the recovery process and coordinating with the continuity plans being put in place. While it is too early to speculate the duration of the IT disruption, we continue to prepare for an extended period where manual processes will be required to support running of operations. This may require some adjustments to our standard processes and we will engage with you, our customers, on inputs that may be required.

What we are asking of you?

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

We appreciate that the situation is very fluid and understand the added stress and inconvenience this incident has on our customers' supply chains in light of recent events. We are committed to ensure we keep your supply chains moving to the best of our abilities and we will keep updating you on the situation with more detailed guidance as it becomes available. In the meantime, don't hesitate to contact us through the usual channels if you have any questions or concerns.

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 displayed 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 reads "© 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.

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