



Customer Advisory #3

Transnet IT Disruption

July 23,2021

Dear Valued Customer,

While it is very late in the day- we felt a further update on the disruption to Transnet's IT applications would be helpful as we enter the weekend:

- *Transnet's systems continue to be disabled.*
- *Operationally, the majority of landside activities remain suspended, while on the waterside manual operations are underway but are very slow*
- *A trial export manual booking process took place yesterday evening and overnight for a limited number of vessels for containerised refrigerated cargo only*

. At this point it is unclear whether operations will be opened up more fully and on what basis over the weekend. We are pending clear instructions from Transnet. Should operations resume- we envisage a similar manual process applied with focus again being refrigerated export cargo.

We wish to be prepared for any resumption of services – export, import, refrigerated and dry and to this end:-

- *We have increased the capacity of our after-hours team*
- *We have prepared processes to engage as effectively as possible with manual port processes*

We are ready to assist with you over the weekend and should operations open we will support that process. This may require certain mandatory data elements that the line may be required to submit on your behalf and our staff will engage with your where necessary.

From a vessel network perspective we are in a holding pattern. We aim to give each scheduled port call every possible chance. The longer the disruption persists, the more likely contingencies will need to be triggered and these we will communicate as soon as possible.

We continue to actively engage with Transnet to support the recovery process, coordinating with the continuity plans being put in place.

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



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Your voice matters!

Take our Customer Satisfaction Survey and tell us – we appreciate your time.

5th – 25th July

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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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