



Customer Advisory #4

Transnet IT disruption Import and Export Processes

July 26,2021

Dear Valued Customer,

Here is the latest update on the Transnet IT disruption.

While Transnet's system continues to be disabled, progress has been made with limited restoration of NAVIS in Durban, which is a positive development. Operationally, some limited landside activities have resumed and, on the waterside, manual operations are underway, which are encouraging developments.

IMPORT RELEASE

Transnet has circulated a number of import release processes for Durban, Cape Town and Port Elizabeth today – with the latest released this afternoon <<Pier 1. Pier 2 Communication 26th July>>.

We are engaging with Transnet and internally to address some points of clarifications. It's very encouraging to read some NAVIS functionality restored but with the important caveat all EDI customer facing functionality remains disabled.

For Durban Pier 1 and Pier 2

1. A list (including physical location stack addresses) that has been verified by the terminal will be used to confirm which containers are available for release to the shipping line (Maersk)
 - Currently the stack register team is walking through terminal and creating an inventory of all container positions to be updated into NAVIS
2. TPT has requested that all communication on the release process is routed through the shipping line.
3. A customized CTO template as provided by TPT will be submitted to Maersk and will be endorsed by way of a digital stamp
 - Maersk will send the template to the customer to complete requisite fields and return back to our release team
 - Maersk will electronically endorse and submit to TPT
4. CN1 customs documents will also be required as requested by TPT – we encourage our customers to apply for CN1 as soon as possible
5. Maersk will then provide the following options for those boxes that have been published in the list of available / accessible containers
 - Uncleared boxes will be moved via our overstay process to a depot

- Subject to the availability of a CN1 - We could facilitate the release ex Terminal as stipulated in the Transnet Advisories subject to units being identified as accessible.
- We offer a CH product direct to the customer delivery point
- We will move containers to a depot where customers may take release

For PECT/NCT

The import release process for PECT/NCT is similar to that of Durban – with the exception the shipping line will provide the terminal with list of containers to collect. As per DUR process will have to confirm stack addresses for all containers planned for collection before a truck can report to a terminal. The same CTO process will apply

For CTCT

We currently wait for confirmation of the import release process for CTCT

Note that processes for the Durban, PECT/NCT and CPT may differ and all the above may be subject to change as the situation progresses.

FAQ

How can I access urgent import containers?	<ul style="list-style-type: none"> ○ Maersk is dependent on TPT confirming what containers have been verified (a manual process) and available for collection. ○ The line will endeavour where possible to accelerate access of urgent containers – we are however bound by what is physically accessible, verified and available
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DRY and REEFER exports

At this time exports are being accepted for REFRIGERATED cargo only. This process is fully currently manual.

We do not have clarity yet on when DRY acceptance will open up. For units arriving by rail it is not confirmed yet when rail stacks will open.

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

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