



Customer Advisory #5

Transnet IT disruption / Import Processes

July 27,2021

Dear Valued Customer,

Providing you with the latest update on the Transnet IT disruption.

Beginning with good news as progress has been made with limited restoration of NAVIS in Durban, which they have communicated to the market.

To support you in your business planning, here is our Manual Import Release Process.

IMPORT RELEASE

Transnet has circulated a number of import release processes for Durban, Cape Town and Port Elizabeth as attached.

For Durban Pier 1 and Pier 2

Quote from Advisory as attached

1. [CTCT Manual Import Release Process 24 July 2021](#)
2. [NCT and PECT Manual Import Release Process 24 July 2021](#)
3. [Pier 1 and 2 BCM update 27 July 2021](#)
4. [Pier 1 Pier 2 Communication 26 July 2021](#)
5. [CTO](#)

It is with a sense of relief that we can confirm that Durban Container Terminals Pier 1 and 2 has been able to restore functionality of the NAVIS N4 operating system as of today 26 July 2021. We must qualify that this is the core NAVIS N4 yard and waterside functionality only and excludes other key customer-facing functions such as CAMCO, EDI and Navis external customer links. The ICT team continues to work on restoring the rest of the functions and will continue to provide updates as applicable. In addition, the ICT team is working on restoring NAVIS N4 operating system in the other container terminals, which are currently still offline.

Our process summary

For the time being, we will only be able to communicate Units identified for collection via **Maersk Advisory Channel** and only units that have been identified will be available for release with the manual process.

Unfortunately, and due to the workload associated with the manual processing of the containers, we will be unable to process documents submitted to us for containers

not identified by us and communicated via the Maersk Advisory Channel. We understand the inconvenience this is causing you and appreciate your patience as we find solutions to the situation as it unfolds.

Import Manual CTO/ Release Process

Once you have identified your container is available on the Maersk Import Container Collection Advisory, please engage with us in the following way:

Normal invoice process to follow

Please email za.import@maersk.com with the following subject line in order for us to process it quickly: **Manual CTO Stamping: Bill of Lading/ Container/Port**

Please include the following Mandatory Release Documents:

- CTO completed (template attached)
- For Port Elizabeth, Durban (latest advisory attached) and Cape Town we will require CN1
- Cargo Due Orders as available
- Payment
- OBLs to be submitted to our Counters if applicable

We will revert with the Operator Stamped CTO, after which you can engage the Terminal for your delivery requirements.

Tracking of the Gate Out Terminal

To ensure full visibility and tracking of your container, you may email a copy of the Gate Out Stamped CTO to za.import@maersk.com.

Please keep on file MT Turn In stamped CTO (Proof of Delivery) to facilitate any disputes that could arise with tracking/billing.

Carrier Haulage – please advise full delivery as well as contact details in order for us to coordinate the same.

Terminal Storage:

“TPT can confirm that all storage charges have ceased with effect from 23 July 2021. TPT will continue granting these extensions on a 24hour notice basis”

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

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

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