



Customer Advisory #6

Transnet IT disruption / Import Processes

July 28,2021

Dear Valued Customer,

An update on the Transnet situations. Transnet issued the attached advisory to the market: Update all terminals 27th July 2021. We wish to confirm that the advisory we issued last night Customer Advisory #5 Transnet IT disruption / Import Process has been superseded by this communication.

IMPORT RELEASES

Transnet advised that the interim business continuity plan communicated today for Pier 1 and 2 will be suspended with immediate effect. All transactions that have been captured on behalf of customers will remain on the system. Customers can start transacting on Navis immediately. We are cognisant that transporters are currently in the Terminals, these transporters will be serviced until the traffic has been cleared.

From 06h00 tomorrow, 28 July 2021 all stakeholders are expected to fully utilise the Navis system (the only exception being Ngqura and Port Elizabeth Container Terminals who will communicate the transition to the Navis system shortly.

Transnet has provided the Navis customer links in the attached notice.

Attachment:- [Update all terminals 27 July 2021](#)

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.

We remain contactable via all our usual channels.

Best Regards,
Maersk

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