



## Customer Advisory #7

### Transnet IT disruption - Operations update 28th July

July 28, 2021

Dear Valued Customer,

We appreciate that there is an urgent need for **VESSEL arrival/departure** information and **STACK information**.

While the situation remains very fluid, 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. While we are encouraged to see NAVIS recovery in most terminals, EDI links have not been fully established and terminal densities are high.

To assist you with forward planning and provide an overview by port and services, we will provide a daily summary by port/service as well as summary of the contingencies in play. The link below will take you to a table that provides current positions of our services across the ZA coastal, by terminal, service and vessel. We will include latest ETA/ETD – but kindly bear in mind that over the course of the day as vessels schedules are confirmed and calls actualised, there may be some lag between the times displayed on this file and our online schedules.

#### [Daily Vessel Update](#)

Given the dynamic nature of the situation on the ground decisions are necessarily being made at short notice. Our individual voyage/service advisories will continue to go out as contingencies are triggered.

Kindly also note that while EDI links are yet to be established there will be some delay in confirming Shipper on Board status and share any short shipments. This is all being handled manually at the moment – and we endeavour to confirm within 24 hours of vessel departure.

Stack Dates will be communicated as and when we get them from TPT. An overview of all current stacks that we have will be shared shortly.

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.

We remain contactable via our usual channels.

Best Regards,  
Maersk

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