



# Customer Advisory #8

## Transnet IT disruption

July 29,2021

Dear Valued Customer,

We are pleased to inform you that as of today, Transnet has resolved many of its IT issues and is now operational in most of the container terminals.

Our teams have commenced with the capture of Import releases and Export bookings directly in NAVIS to facilitate customer transactions. We thank our customers for their patience as we work through clearing these backlogs.

We must advise that the situation is still not back to full control, but this is a positive development, and we expect to see the situation fully restored within the next few days.

We would like to thank you for your patience during this challenging time especially on the back of recent events in South Africa.

We also would like to thank the Transnet team for their swift handling of the situation and commend them for ensuring communication lines remained open and regular status updates were provided in order to manage customer expectations. It was a huge undertaking to get NAVIS back online and we are thankful to the Transnet team for the tireless manner in which they worked to resume normal operations.

We will continue to update you on the situation as it evolves.

As usual, if you have any questions or concerns, kindly reach out to us.

Best Regards,  
Maersk

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\*After Hours Operational: 17h00 – 22h00 week days & 08h00-22h00 public holidays/weekends

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