



## Customer Advisory #9

### Transnet IT disruption - Operations update 29th July

July 29, 2021

Dear Valued Customer,

We are delighted to see that close to full NAVIS functionality has been restored and is now operational in most of the container terminals.

While EDI links are not yet established our teams continue with the capture of Import releases and Export bookings directly in NAVIS to facilitate customer transactions. We thank you for your patience in this respect and our teams are working tirelessly to clear any outstanding bookings and releases.

With the digital component largely resolved the onward focus will be on restoring schedule and product stability and managing bookings given that effectively a week's worth of export departures have been lost.

- With export stacks beginning to open up we are assessing what has been loaded on the vessels impacted. Vessels have cut and run as well as some necessary port omissions to maintain onward schedules – so this reconciliation and forward assessment of capacity and bookings is being made. While we aim to minimise disruption and there may be a need to move bookings – so actual loading vessels may vary from booked. Any changes will be advised.
- Terminal density is necessarily high given the slow pace of operation during this period of disruption and we encourage customers where possible to collect their released containers as soon as possible. We appreciate the appointment system will be highly stretched and its important we work collaboratively to maintain port fluidity and allow swift delivery to customers. We can offer collection at a depot and our overstay process will remain in operation.

As communicated yesterday (Customer Advisory #7 - Transnet IT disruption - Operations update 28th July) we are posting a daily update on our services.

Please use the link below. Going forward you will be able to access this file - updated daily. We will include latest ETA/ETD – also knowing that over the course of the day as vessels schedules are confirmed and calls actualised – there may be some lag between this file and our online schedules. So please use in conjunction with the online schedules. We have included contingency information in the comments field where applicable and highlighted any port omission (grey shading)

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

We continue to actively engage with Transnet to support the recovery process, coordinating with the continuity plans being put in place.

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 be

manual at the moment – and we endeavour to confirm within 24hours of vessel departure.

Stack Dates – Will be communicated as and when we get them from TPT. Please consult the stack dates as published by Transnet and all known stack dates we have included in the file.

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.

Best Regards,  
Maersk

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