

26 July 2021

Dear Valued Customer

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.

The recovery at Pier 2 will be:

1. Operational recovery:

- a. Currently the stack register team is walking through the terminal and creating an inventory of all containers' positions which can then be updated in NAVIS. Only on completion of the stack registration can TPT effectively release and receive further containers. This task is anticipated to complete by latest 22h00 tonight.

It is not safe for operations to continue while staff are walking through the stacks and updating NAVIS. As such no landside movements (import evacuations) will be processed during this time.

- b. DCT Pier 2 will update the shipping lines on the import collections available. A manual appointment system will continue to apply in the interim, until all customer-facing functions are fully restored. The manual import release process which was communicated on 25 July 2021, explains that the Container Terminal Order ('CTO') will be used to release import containers. This process is currently on hold until the stack registration is complete. Line-stopper containers must be verified and communicated through the shipping

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lines only. TPT will provide the customised & protected CTO to the Shipping Lines only to populate, approve and return to TPT. No other CTOs will be accepted.

- c. Export reefer stacks for the San Fernando, EMS Astoria, MSC Antigua, and the Maersk Valvik will be opened from 22h00 tonight 26 July 2021, subject to the customer-facing interfaces being open to pre-advise the containers
  - d. Further export stacks are subject to having space in the yard.
2. Currently two vessels are on Berth:
    - a. Zim Shanghai at berth 108 – Discharge complete, currently loading 1800
    - b. Maira XL at berth 202 – this vessel will complete discharge only
  3. Vessels expected to arrive:
    - a. San Fernando: Discharge 4854 and load 4005, commence at 22h00 on 27 July 2021.
    - b. MSC Antigua: Discharge 3200 and load 300, commence at 22h00 on 27 July 2021.
    - c. EM Astoria: Discharge 1121 and load 1000, commence at 06h00 on 27 July 2021.
    - d. Maersk Valvik: Discharge 373 only to commence immediately after Zim Shanghai
  4. Rail Operations:
    - a. A stack inventory has been done at KGX yard. There are 2 trains ready to be called in for the vessels, Conti Chivalry and Zim Shanghai. Pier 2 will call in the 2 trains and commence rail operations at 14h00 today. The bulk of the containers registered in KGX yard is for the vessel, San Fernando which has not been berthed yet. The Terminal is currently not accepting any rail lists for oncoming vessels.

The recovery at Pier 1 will be:

5. Operational recovery

- a. Currently the stack register team is walking through the terminal and creating an inventory of all containers' positions which can then be updated in NAVIS. Only on completion of the stack registration can TPT effectively release and receive further containers. This task is anticipated to complete by 06h00 tomorrow 27 July 2021.
- b. Due to layout and block stack operation, Pier 1 can continue to release container whilst the stack registration is underway. Therefore Pier 1 will continue to work with the shipping lines to release containers during the day.
- c. A manual appointment system will continue to apply in the interim, until all customer-facing functions are fully restored. This manual process was communicated on 25 July 2021 and will remain in place until further notice. The Container Terminal Order ('CTO') will be used to release import containers as advised by the terminal. Line-stopper containers must be verified and communicated through the shipping lines only. TPT will provide the customised & protected CTO to the Shipping Lines only to populate, approve and return to TPT.

6. Currently two vessels on Berth:

- a. AS Patricia – this vessel has completed discharge and loading and is planned to sail 15h00 today
- b. NYK Paula – this vessel will complete today and sail.

7. Vessels expected to arrive:

- a. Mira XL – will shift from Pier 2 to Pier 1 to load approximately 750 units in stack (to be confirmed by the shipping line).

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 humbly request that the shipping lines support South African cargo owners at this time by giving consideration to the demurrage costs.

Please contact the relevant people on shift or your KAM by emailing [TPTDCKAMS@gmail.com](mailto:TPTDCKAMS@gmail.com) for any queries.

**Sent on behalf of Terminal Management**