



Dear Valued Customer,

We have been working with Transnet Port Terminals (TPT) to explore how we can jointly minimize the concerning congestion challenges at our terminals. The congestion at the Port translates into longer turnaround time for trucks and costly waiting times. The additional results of congestion, relate to the inability of our vessels to discharge more containers which further delays the entire supply chain.

An identified action for the Shipping Lines is to ensure that all import containers leave the stacking areas within the free period. Currently, statistics indicate that the majority of released containers are left at the terminals until the last free day, before being moved out; this causes great congestion and affects TPT's productivity directly.

With our current Overstay process, we have been providing tailored notifications per shipment and awaiting feedback from customers on whether containers should be moved from the terminal into an Overstay depot. Customers were able to "Hold" Overstay movement, based on their intention to submit release documents to the Release Counter and move containers within the free period.

The necessary change we will be implementing are highlighted below for Overstays:

- We will communicate specific vessel Overstay deadlines on our Daily Customer Advisory. Please ensure that anyone in your organization still not subscribed to our distribution list, is flagged with our Customer Service team to ensure the deadlines are communicated accordingly.
- **We will only process import release documentation received before 17h00 on the second day after vessel completion (i.e. 17h00 on day two of the free storage period).**
- **If the port has granted 4 free days, we will set this deadline at 12h00 on the third day after vessel completion ((i.e. 12h00 on day three of the free storage period).**

If these period fall on a weekend, the cut off will be 14h00 on the preceding Friday, based on the vessel completion dates supplied by TPT on that Friday.

Any extensions from TPT, would not change the deadline set by the Line for release documents.

**After the stipulated deadline, any shipments for which import documentation has not been received by our release counter will automatically be moved into the overstay depot and the associated charges raised.** Customers who have not submitted import release documentation to us by the published deadline, will not be able to request a "Hold" on Overstay.

In order to prevent any inconvenience to yourselves, we would encourage you to complete customs clearance and take release prior to vessel arrival. This will also assist you avoiding the potential penalty fee (Unassigned Penalty in Durban) which TPT would like to implement on 1 April 2020.

Best regards

Safmarine

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