

Together we go places

Dear Customer

Our Customer Service Teams are continuously seeking ways to provide a more efficient service offering to you, our valued customer.

We are committed to constantly review opportunities and explore initiatives to increase paperless releases. This has further been supported by industry stakeholders with EDI developments and online transactions which have become part of the process.

In response also to the current context we find ourselves in as the situation around novel coronavirus (COVID-19) continues to evolve, we are doing everything we can to minimise the footprint into our offices. In this way we would facilitate less exposure to your valued team members and our staff regarding the processes for handling Import Shipment releases

Did you know that you are now able to obtain release of almost all import cargo without physical presentation of documents at our release counters?

How could this be achieved?

Our online Self Service Delivery Order (SSDO) solution allows you to upload documents on our website which is automatically channelled to our dedicated import release team. This ensures your documents receive the priority and attention required. We attach the guideline document for your ease of reference. As an alternative, documents can still be emailed to our import team za.import@safmarine.com. Please ensure that the subject line reads: Import Release Order and Bill of Lading number

Which documents can be submitted via either an online platform or the email to za.import@safmarine.com option?

Waybill or Telex Shipments

CN1 shipments

Scan for State Vet , Port Health Release and Plant Inspection

Which cases would not be eligible for this process?

The only exception would be Original Bill of Lading shipments. Original bills would still need to be submitted to our Counter Teams

In these instances, we suggest submitting all documents together with the Original bill.

As per an earlier communication, all our offices in South Africa are open and we will enable flexible work from home for our employees should the need arise. As far as possible, we encourage all customers to make use of our digital platform for Document and Cargo Release transactions. All our counters are being fitted with hand sanitizers and we encourage our customers to make use of this to mitigate the potential spread of the virus should you need to submit original documentation

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Should you have any concerns and/or queries please feel free to contact your local Safmarine representative.



SSDO SCL journey -
NEW loa.pptx

www.safmarine.com
za.import@safmarine.com
za.import@safmarine.com
durfinfrc@maersk.com
za.stops@maersk.com
za.export@safmarine.com
za.import@safmarine.com

Online Chat
Import Invoice requests
Release requests
Proof of payment
Bill of entry / scanner stops
General and Reefer Export emails
General import emails

The after-hours contact numbers are operational for any emergencies after 17h00:

Imports After hours: 083 786 7145
Exports After hours: 079 509 0104
Reefers After hours: 083 798 6532

Thank you for shipping with us and remain committed to your business.

Yours sincerely,

Safmarine