

A low-angle photograph of two construction workers, a man and a woman, standing on a wooden framework against a bright blue sky with scattered white clouds. The man on the left is wearing a white hard hat, sunglasses, and an orange high-visibility safety vest over a light-colored shirt. The woman on the right is also wearing a white hard hat and an orange high-visibility safety vest over a grey jacket. She is holding a black walkie-talkie in her right hand. Both workers are looking upwards and to the right.

# *Nyota Tanzania LTD*

...Shipping made easy

*Safmarine*  
Together we go places

Dear Valued Customer,

At Nyota Tanzania Ltd our priority is to reduce the time you spend on documentation, allowing you the peace of mind to focus on running your business. To enhance your ease of doing business with us, we have developed online tools that enable you connect with us at your convenience enabling you save time and money.

This guide introduces the available online tools, each section outlines available functionalities using your mobile phone or computer.

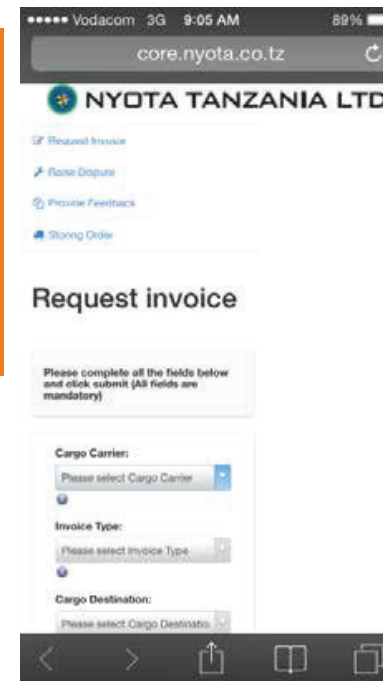
Yours Sincerely  
Team Nyota Tanzania

**Shipping made Easy in Tanzania**

# Need an invoice?

Using a computer or Mobile Phone, go to <http://core.nyota.co.tz>

- Complete the form
- Use a valid mobile number and email address.
- You'll receive a unique 7 digit reference number and we'll email you the invoice within 24 hours.



## Request invoice

Please complete all the fields below and click submit (All fields are mandatory)

Cargo Carrier:	Please select Cargo Carrier	?
Invoice Type:	Please select Invoice Type	?
Cargo Destination:	Please select Cargo Destination	?
Bill of Lading Number: <small>Enter upto 5 BLs on separate lines</small>	<div>Must be 9 alphanumeric characters</div> <div>Must be 9 alphanumeric characters</div> <div>Must be 9 alphanumeric characters</div> <div>Must be 9 alphanumeric characters</div>	?
Consignee Name:		?
Clearing Agent Name:		?
TRA License Number:	Must be 5 or 6 numeric digits	?
Mobile Number:	e.g 0712123456	?
Email Address:	e.g. user@domain.com	
Additional comments (optional):		

Submit Button Reset Button

# Invoice request information

The tool allows you to request invoices for up to 5 bills of lading at the same time provided all other details match the first request.

To protect the consignee from getting multiple invoices from different agents, only 1 invoice request is allowed per Bill of Lading. The agent with the bill of lading will be the valid party.

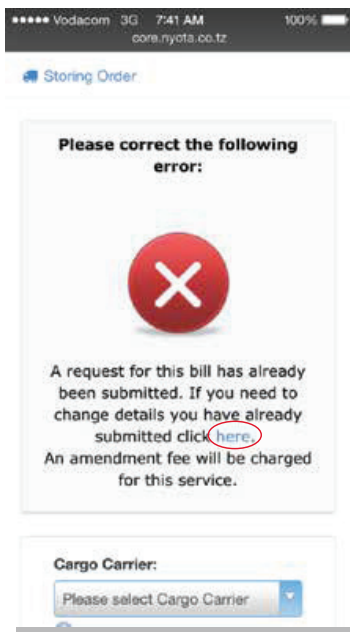
If you need to change details already submitted, please click highlighted link as shown on the image. An amendment fee will be charged.

**\*\*Invoice requests can be submitted at any time, but will only be actioned within 7 days of vessel arrival.**

You will receive invoices with Tanzania Revenue Authority signature within 24 hours via email (in exceptional cases, this may take up to 48 hours)

If you do not receive your invoice within 24 hours, please contact us at Tanzania. Invoicing1@maersk.com

To access your account register on [www.maerskline.com](http://www.maerskline.com) and navigate to MyFinance tab on the left side of the screen.



## Request invoice

Please complete all the fields below and click submit (All fields are mandatory)

Cargo Carrier:	Please select Cargo Carrier	?
Invoice Type:	Please select Invoice Type	?
Cargo Destination:	Please select Cargo Destination	?
Bill of Lading Number: Enter upto 5 BLs on separate lines	Must be 9 alphanumeric characters Must be 9 alphanumeric characters Must be 9 alphanumeric characters Must be 9 alphanumeric characters Must be 9 alphanumeric characters	?
Consignee Name:		?
Clearing Agent Name:		?
TRA License Number:	Must be 5 or 6 numeric digits	?
Mobile Number:	e.g 0712123456	?
Email Address:	e.g. user@domain.com	
Additional comments (optional):		

Submit Button Reset Button

# Storing orders

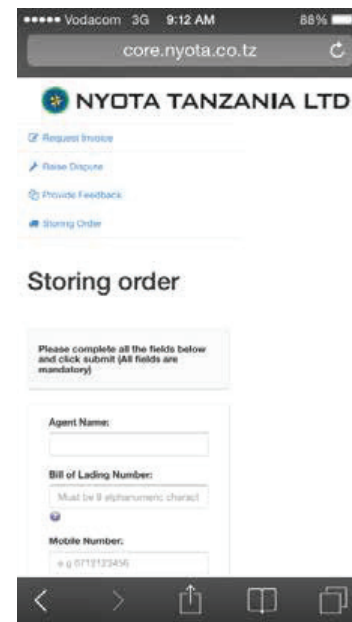
Log on to; <http://core.nyota.co.tz>.

Choose: [Storing Order](#)

Complete form, ensure correct Bill of Lading & Container Numbers are entered.

Note – Upon receipt of the request, the invoices will be made available within 2 hours (working hours) on My-Finance. Please login in to the below link:

[www.mymaerskline.com](http://www.mymaerskline.com) and [www.safmarine.com](http://www.safmarine.com)



## Storing order

Please complete all the fields below and click submit (All fields are mandatory)

Agent Name:		?																																																															
Bill of Lading Number:	Must be 9 alphanumeric characters	?																																																															
Mobile Number:	e.g 0712123456	?																																																															
Email Address:	e.g. user@domain.com																																																																
Container Numbers: Enter upto 20 container numbers, container size and intended date of return on separate lines	<table><thead><tr><th>Container no.</th><th>Size</th><th>Date</th></tr></thead><tbody><tr><td></td><td>20'</td><td></td></tr><tr><td></td><td>20'</td><td></td></tr><tr><td></td><td>20'</td><td></td></tr><tr><td></td><td>20'</td><td></td></tr><tr><td></td><td>20'</td><td></td></tr><tr><td></td><td>20'</td><td></td></tr><tr><td></td><td>20'</td><td></td></tr><tr><td></td><td>20'</td><td></td></tr><tr><td></td><td>20'</td><td></td></tr><tr><td></td><td>20'</td><td></td></tr><tr><td></td><td>20'</td><td></td></tr><tr><td></td><td>20'</td><td></td></tr><tr><td></td><td>20'</td><td></td></tr><tr><td></td><td>20'</td><td></td></tr><tr><td></td><td>20'</td><td></td></tr><tr><td></td><td>20'</td><td></td></tr><tr><td></td><td>20'</td><td></td></tr><tr><td></td><td>20'</td><td></td></tr><tr><td></td><td>20'</td><td></td></tr><tr><td></td><td>20'</td><td></td></tr></tbody></table>	Container no.	Size	Date		20'			20'			20'			20'			20'			20'			20'			20'			20'			20'			20'			20'			20'			20'			20'			20'			20'			20'			20'			20'		
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Submit Button Reset Button



# Want to dispute an invoice?

From your Mobile Phone or Computer go to <http://core.nyota.co.tz>

Choose [Raise Dispute](#)

Complete the form

Ensure you use a valid phone number and email address

You will receive an email update within 24 hours

You can also contact your collector at TZGSC@maersk.com

The image shows two views of the 'Raise dispute' form. On the left is a mobile phone screen displaying the form with a navigation menu on the left side. On the right is a desktop computer screen showing the same form. The form includes fields for 'Your Name', 'Company/Payer Name', 'Email Address', 'Invoice Number', 'Amount Disputed (US\$)', 'Reason for Dispute', and 'Provide dispute details'. There is also a section for 'Add any file to support' with a 'Choose File' button. The form is titled 'Raise dispute' and has a 'Submit Button' and a 'Reset Button' at the bottom.

# Want to report something?

From your Mobile Phone or Computer go to <http://core.nyota.co.tz>

Choose [Provide Feedback](#)

Select the type of report and tell us more about the issue.

All information received is confidential and will go to the Nyota Tanzania's Managing Director and the Principles – Maersk Line only.

## Provide feedback

Here you can anonymously report any issues/challenges confidentially to Nyota Tanzania's Managing Director and the Principles - Maersk Line and Safmarine. The system does not track any information about you. The information is not shared with anyone except those responsible for taking action. All issues that are reported will be investigated.

If you would like to be contacted to discuss the issue, you may include your contact information, but it is NOT a requirement to report an incident or issue. Thank you for using this service and helping us to improve.

The image shows a desktop computer screen displaying the 'Provide feedback' form. The form includes fields for 'Email Address (optional)', 'Mobile Number (optional)', 'Issue', and 'Any comments/further details:'. There are 'Submit Button' and 'Reset Button' at the bottom. The form is titled 'Provide feedback' and has a 'Submit Button' and a 'Reset Button' at the bottom.

The image shows a mobile phone screen displaying the 'Provide feedback' form. The form includes fields for 'Email Address (optional)', 'Mobile Number (optional)', 'Issue', and 'Any comments/further details:'. There are 'Submit Button' and 'Reset Button' at the bottom. The form is titled 'Provide feedback' and has a 'Submit Button' and a 'Reset Button' at the bottom.





*Together we go places*



# Export load list

From your Mobile Phone or Computer go to <http://core.nyota.co.tz>

Choose : [Load List Upload](#)

Complete the form

We will respond to you on email with the TANCIS-Declaration Number. Ensure the email address used is valid.

You will receive a response within 2 working hours from the time of submission.

**\*\*Ensure you follow the terminal documentation timelines**

## Load List Upload Submission

### SOLAS / VGM UPDATES

Visit Maersk Line new updates on [VGM](#)

For local process and updates visit [SUMATRA](#)

**Starts 1st July 2016. NO VGM, NO LOAD**

Please complete all the fields below and click submit

Cargo Carrier:

Your Name:

Email Address:

Upload load list:

Upload TRA format, Terminal format  
and Other files  
5MB max size per file (xls, xlsx)

No file chosen  
 No file chosen  
 No file chosen

TRA format  
Terminal format  
Other

Any comments (optional):

# Need to transfer your cargo to preferred ICD?

From your Mobile Phone or Computer go to <http://core.nyota.co.tz>

Choose: [ICD Nomination](#)

Ensure you provide the correct Bill of Lading and Container Numbers.

The tool allows you to request invoices for up to 5 Bill of ladings per request per vessel/voyage if the cargo needs to be transferred to one ICD.

For this section authorization is required, please contact Nyota Tanzania to obtain access credentials.

**\*\*Request must be made 7 days prior vessel arrival at the outer anchorage, no nominations or requests will be attended once manifest for the vessels are committed to customs.**

**\*\*You can obtain the vessel and voyage details by tracking your cargo on our websites and voyage details.**

## ICD Nomination

Please complete all the fields below and click submit

Customer Name:

Company Name:

Email Address:

Confirm Email Address:

Nominated ICD:

Bill of Lading Number:

Enter upto 5 BLs on separate lines

BL Number

Total container per BL

Vessel:

Voyage:

Upload documents:

Upload Request letter, BL copy and  
Other files  
10MB max size per file (pdf, xls, xlsx,  
zip)

No file chosen  
 No file chosen  
 No file chosen

Request letter [\(Template\)](#)  
BL copy  
Other

Any comments (optional):

# Import amendment request

Log on to: <http://core.nyota.co.tz>

Choose : [Load List Upload](#)

Complete the form,

Use valid email address,

NB: You may require to handover/surrender the documents physically to our office depended on the type of request of amendments.

**\*\* Amendments are subject to the approval from TRA/Customs, ensure necessary authorization is in place.**

## C11 Process

Please complete all the fields below and click submit

Customer Name:

Email Address:

e.g. user@domain.com

BL Number:

Must be 9 alphanumeric characters

Amendment Request:

Please select C11 Reason

Amendment Details:

Vessel:

Please select Vessel

Voyage:

Add any file to support:  
5MB max size per file  
(pdf/doc/docx/xls/xlsx)

[Choose File](#) No file chosen  
[Choose File](#) No file chosen  
[Choose File](#) No file chosen

[Submit Button](#)

[Reset Button](#)

# Solas - verified gross mass(VGM):

Effective July 1, 2016 with the Safety of Life at Sea (SOLAS) amendment covering container weighing regulations, a packed container will no longer be allowed to be loaded on board vessels unless its Verified Gross Mass (VGM) has been provided by the shipper to the ocean carriers and/or port terminal representatives prior to the load list cut-off date.

Shipper needs to ensure that the Verified Gross Mass weight of the container before the load list cut-off is uploaded on the site. It is the Shippers responsibility to ensure that they provide accurate weight and NOT a guesstimate weight of the container In absence of VGM from Shipper (e-channel or a physical certificate) the container will not be loaded on the vessel.

**\*\*Accessible via our website : [www.mymaerskline.com](http://www.mymaerskline.com) and [www.safmarine.com](http://www.safmarine.com)**

**\*\* For Local Regulations and further informations, visit SUMATRA website: [www.Sumatra.go.tz](http://www.Sumatra.go.tz)**

The screenshot shows the MAERSK Shipment Overview - Export page. It features a table of pending tasks with columns for Container, Status, and VGM. Below the table is a 'Legal And Site Information' section. A modal window titled 'Update VGM' is open, showing a table with columns for Container, Cargo Weight, and VGM. A tooltip explains that VGM (Verified Gross Mass) is the sum of gross cargo weight and tare weight of the container. The modal also includes a 'Submit VGM' button.

Container	Cargo Weight	VGM
AMFU8454488 40ft High Cube Dry	25000 kg	
(2) 40ft Dry	23000 kg	

# What's new

## Importers View Tool:

First Shipping Line to introduce this tool, whereby customer will be able to view all details of the shipments arriving a particular port of discharge for a particular consignee, below are some features customer will be able to view:

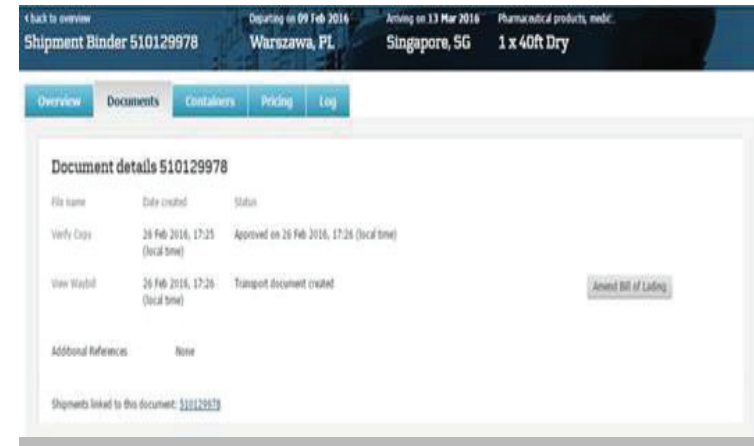
- Arrival status / ETA
- Last Load Port, Vessel Name
- Status on bills
- Free Time status
- Financial/Outstanding Status
- Customs clearance status

Accessible via our website : [www.mymaerskline.com](http://www.mymaerskline.com) and [www.safmarine.com](http://www.safmarine.com)

*\*\* Advisory will be shared on complete guidance of the tool and on the commencement date*

## Amending Export Booking:

Now submitting amendments is possible at any stage of the shipping cycle, request can be raised via 'Document Tab' from the shipment binder



*\*\* Advisory will be shared on complete guidance of the tool and on the commencement date*

# Upcoming projects

New Application, coming soon.....

Container 'Pick up' & 'Drop' date : Users will be able to submit via app their pick up and delivery date which informs how long they will be billed for

View Invoice : Users are able to view invoices via the app and they can also email invoice to any recipient they like to send invoices to

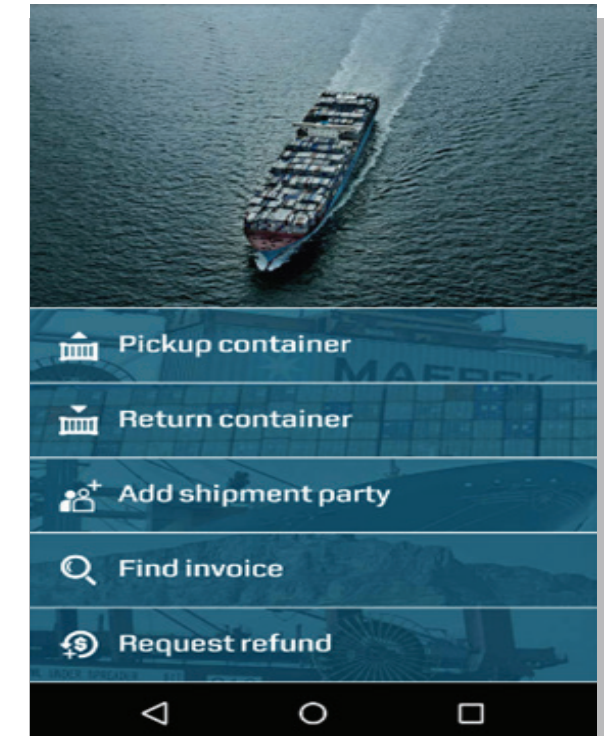
Add party to shipment: User is able to request to be added as a party to the shipment he's clearing

Apply for Refund: Users are able to apply for refund on their transactions with ability to attach photos of necessary documents

# Refund

For new refund requests, please use the Nyota Portal and for refund status, please email us at [TZREFUND@maersk.com](mailto:TZREFUND@maersk.com). Please ensure that your bank details are updated with us at all times for timely processing of refund.

Please contact [Roshni.Rawat@maersk.com](mailto:Roshni.Rawat@maersk.com) & [Deepak.Yadav@maersk.com](mailto:Deepak.Yadav@maersk.com) should you not receive an update within 5 days of submitting your request.





# Need to pay for invoices / storing orders

In addition to paying at the Nyota Tanzania Offices, you can now make a payment at any Tanzania Postal Bank nationwide.



Simply use the 7 digit references received when requesting the Invoices/Storing Orders

Only USD Payments are accepted

Once paid at TPB an official receipt will be emailed to you within 1 hour.

\* All releases are still subject to passing a Credit Check

The account numbers are: 091-0000036

## CONTACT DETAILS:

Dar es salaam:

Jamana House, 4th Floor

Nyerere Road, Plot :9

P O Box 77264, Dar es salaam

Phone: +255 222194500

Fax: +255 (22) 2865853

Tanga:

Bandari House, 4th Floor

Independence Avenenue

P O Box 5003, Tanga

Phone: +255 (27) 2646675

Fax: +255 (27) 2646366

Zanzibar:

Cine Afrique Building,

1st Floor, 4th Floor, Malindi street

P O Box 4650, Zanzibar

Phone: +255 (24) 2236003

Fax: +255 (24) 2238831



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