

NYOTA TANZANIA LTD

...Shipping made easy





🛞 NYOTA TANZANIA LTD

... Shipping made Easy

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?

Phone, go to





ease complete all the fields belo	w and click submit (All fields are mandatory)	
Cargo Carrier:	Please select Cargo Carrier	. 0
Invoice Type:	Please select Invoice Type	. 0
Cargo Destination:	Please select Cargo Destination	, Ø
Bill of Lading Number:	Must be 9 alphanumeric characters	0
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	Must be 9 alphanumeric characters	
	Must be 9 alphanumeric characters	
	Must be 9 alphanumeric characters	
Consignee Name:		
Clearing Agent Name:		Θ
TRA License Number:	Must be 5 or 6 numeric digits	0
Mobile Number:	e.g 0712123456	0
Email Address:	e.g. user@domain.com	
Additional comments (optional):		

INVOICE REQUEST INFORMATION

The tool allow for up to 5 bil provided all c request. To orotect th multiple invo only 1 invoice Lading. The a be the valid p If you need to submitted, o shown on th will be charge any time, but days of vesse You will recei **Revenue** Aut hours via em may take up t If you do not i 24 hours, ple Invoicing1@r To access you www.maersl MyFinance ta

STORING ORDERS

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ontact us at Tanzania. sk.com	20. T3068 - 78	Additional comments (optional):		
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Choose: 🦛 Storing Order	core.nyota.co.tz	C				
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WANT TO DISPUTE AN INVOICE?

From your Mobile Phone or Computer go to http://core.nyota.co.tz +++++ Vodacom 3G 9:33 AM 86% Raise dispute Choose 🎤 Raise Dispute **B NYOTA TANZANIA LTD** Complete the form Please complete all the fields below and click submit GP Perganet Internit Ensure you use a valid phone number and email address # Flame Displate (2) Provide Feedback Your Name: You will receive an email update within a Storeg Order 24 hours Company/Payer Name: Email Address: Raise dispute e.g. user@domain.com You can also contact your collector at Invoice Number: TZGSC@maersk.com Amount Disputed (US\$): Please complete all the fields below and click submit Reason for Dispute: Please select Dispute Reason Provide dispute details: Your Name: Company/Payer Name: Email Address Add any file to support: Choose File No file chosen 5MB max size per file (pdf/doc/zip) Invoice Nump Submit Button Reset Button Ē

From your Mobile Phone Provide feedback 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 issues that are reported will be investigated. All information received is Thank you for using this service and helping us to improve confidential and will go to the Nyota Tanzania's Managing Director and the Principles -Maersk Line only. Email Address (optional): e.g. user(Mobile Number (optional): e.g 0712 ssue Please s Any comments/further details: Submit Button Reset Button

WANT TO REPORT SOMETHING?

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.

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.

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	Thank you for using this service and helping us to improve.



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:	Please select Cargo Carrie
Your Name:	

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

Cargo Carrier:	Please select Cargo Carrier	*	9
Your Name:			
Email Address:	e.g. user@domain.com		
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Any comments (optional):			

NEED TO TRANSFER YOUR CARGO TO PREFERRED ICD?

	Please complete all the fields below	and click submit		
LIDOSE: # ICD Nomination				
Ensure you provide the correct Bill of Lading and	Customer Name:			
Container Numbers.	Company Name:			
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of ladings our request our vessel (vevage if the sarge	Confirm Email Address:	e.g. user@domain.com		
needs to be transferred to one ICD.	Nominated ICD:	Please select ICD	•	
	Bill of Lading Number:	BL Number	Total container per BL	
For this section authorization is required, please	Enter upto 5 BLs on separate lines	Must be 9 alphanumeric characte		
contact Nyota Tanzania to obtain access credentials.		Must be 9 alphanumeric characte		
		Must be 9 alphanumeric characte		
**Request must be made / days prior vessel arrival		Must be 9 alphanumeric characte		
will be attended once manifest for the vessels are		Must be 9 alphanumeric characte		
committed to customs.	Vessel:	Please select Vessel	•	
	Voyage:	Must be 4-5 alphanumeric character	6	
**You can obtain the vessel and voyage details by	Upload documents:	Choose File No file chosen	Request letter (Template)	
tracking your cargo on our websites.	Upload Request letter, BL copy and Other files	Choose File No file chosen	BL copy	Submit Button Reset Butto
and voyage details.	10MB max size per file (pdf, xls, xlsx, zin)	Choose File No file chosen	Other	
		Any comments (optional):		

IMPORT AMENDMENT REQUEST

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

NB: You may require to handover/surrender the

documents physically to our office depended or

** Amendments are subject to the approval fro

TRA/Customs, ensure necessary authorization

the type of request of amendments.

Choose : 🛓 Load List Upload

Use valid email address,

Complete the form,

in olace.

Please complete all the fields bel	ow 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:	Discussion Versel	1.
Voyage:	Fledse select vessel	
Add any file to support:	Choose File No file chosen	

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 and www.safmarine.com

** For Local Regulations and further informations, visit SUMATRA website: www.Sumatra.go.tz

Shipment Overv	ew-Export	L HUNS				
All Pending Ta	sks Awalting Haersk Line	ETA Changes				
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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 / FTA Last Load Port, Vessel Name Status on bills Free Time status Financial/Outstanding Status Customs clearance status

Accessible via our website : www.mymaerskline. com and 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

hick to cenview hipment Bi	inder 510129978	Deputing on 69 Feb 2016 Warszawa, PL	Ariving on 13 Har 2016 Singapore, SG	Pharmacedical products, medic. 1 x 40ft Dry	
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** 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. Please ensure that your bank details are updated with us at all times for timely processing of refund.

Please contact Roshni.Rawat@maersk.com & 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

