



VISIBLE CUSTOMER EXPERIENCE

QUOTATIONS • ORDERING • INVOICES • STATEMENTS



Notification - Order to Cash

06/08/2021

Dear TNPA Customers,

Following on from our communication dated 26 July 2021, we are pleased to inform customers that most of our IT Applications have now been restored.

The TNPA operating systems too have been brought back on-line and our staff members are currently processing backlog transactions including updating of customer payments received during our system downtime. Therefore whilst the Order to Cash electronic platforms for the processing of cargo dues i.e. Hybris and EDI transmissions are functional, customers may experience some challenges with cargo dues confirmations and invoices attributed to the backlog in processing customer payments by TNPA.

TNPA is confident that backlogs in processing payments will be resolved by 8th August 2021 and customers are therefore encouraged to commence processing all their backlog cargo dues orders including new orders effective from the **9th August 2021**.

To accommodate for the downtime of TNPA systems, late order fees will be waived up to **15 August 2021** for applicable orders that would ideally have been processed had it not been for the system downtime.

Shipping line are further requested to continue with the release of cargo and export bills without the necessary cargo dues validation up to **15th August 2021** by which time the Order to Cash system should have normalised.

TNPA apologises for the inconvenience caused to our customers and we thank you for your patience and understanding.

Kind regards

A handwritten signature in black ink, appearing to read 'Ash Jaichand', is written over a white circular stamp.

Ash Jaichand

Transnet National Ports Authority