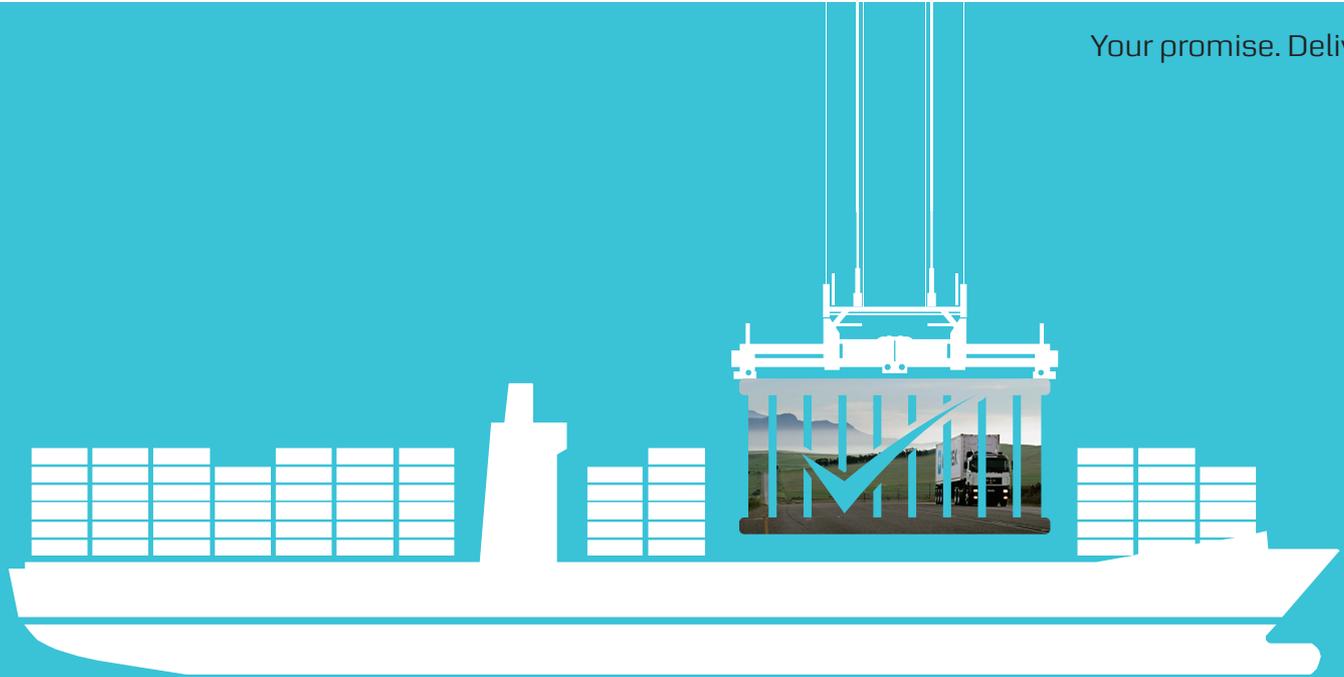


Your promise. Delivered.



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.

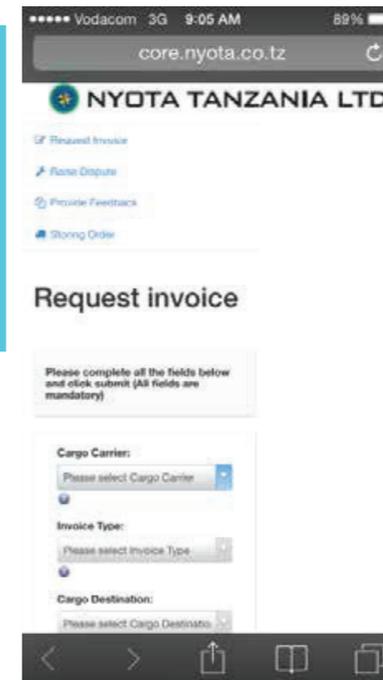
Yours Sincerely
Team Nyota Tanzania

Shipping made Easy in Tanzania

NEED AN INVOICE?

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: 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	?
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

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 view, and on the right is a desktop computer view. Both views show the Nyota Tanzania Ltd logo and navigation links: Request Invoice, Raise Dispute, Provide Feedback, and Storage Order. The desktop view includes a heading 'Raise dispute' and a sub-heading 'Please complete all the fields below and click submit'. The form fields are: Your Name (text input), Company/Payer Name (text input), Email Address (text input with example 'e.g. user@domain.com'), Invoice Number (text input), Amount Disputed (US\$) (text input), Reason for Dispute (dropdown menu with 'Please select Dispute Reason'), and Provide dispute details (text area). There is also a section for 'Add any file to support' with a 'Choose File' button and 'No file chosen' text. At the bottom are 'Submit Button' and 'Reset Button'.

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 Principals - Maersk Line only.

Provide feedback

Here you can anonymously report any issues/challenges confidentially to Nyota Tanzania's Managing Director and the Principals - 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.

Email Address (optional):

e.g. user@domain.com

Mobile Number (optional):

e.g. 0712123456

Issue:

Please select Issue

Any comments/further details:

Text area for providing comments or further details.

Submit Button

Reset Button

The image shows a mobile phone view of the 'Provide feedback' form. It includes the Nyota Tanzania Ltd logo and navigation links: Request Invoice, Raise Dispute, Provide Feedback, and Storage Order. The form has a heading 'Provide feedback' and a sub-heading 'Please complete all the fields below and click submit'. The form fields are: Email Address (optional) (text input with example 'e.g. user@domain.com'), Mobile Number (optional) (text input with example 'e.g. 0712123456'), Issue (dropdown menu with 'Please select Issue'), and Any comments/further details (text area). At the bottom are 'Submit Button' and 'Reset Button'. A small text box at the bottom right contains a disclaimer: 'Here you can anonymously report any issues/challenges confidentially to Nyota Tanzania's Managing Director and the Principals - 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.'



EXPORT LOAD LIST

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

Choose :

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:	<input type="text" value="Please select Cargo Carrier"/>	
Your Name:	<input type="text"/>	
Email Address:	<input type="text" value="e.g. user@domain.com"/>	
Upload load list: Upload TRA format, Terminal format and Other files 5MB max size per file (xls, xlsx)	<input type="button" value="Choose File"/> No file chosen <input type="button" value="Choose File"/> No file chosen <input type="button" value="Choose File"/> No file chosen	TRA format Terminal format Other
Any comments (optional):	<input type="text"/>	<input type="button" value="Submit Button"/> <input type="button" value="Reset Button"/>

NEED TO TRANSFER YOUR CARGO TO PREFERRED ICD?

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

Choose:

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.**

ICD Nomination

Please complete all the fields below and click submit

Customer Name:	<input type="text"/>												
Company Name:	<input type="text"/>												
Email Address:	<input type="text" value="e.g. user@domain.com"/>												
Confirm Email Address:	<input type="text" value="e.g. user@domain.com"/>												
Nominated ICD:	<input type="text" value="Please select ICD"/>												
Bill of Lading Number: Enter upto 5 BLs on separate lines	<table><thead><tr><th>BL Number</th><th>Total container per BL</th></tr></thead><tbody><tr><td><input type="text" value="Must be 9 alphanumeric characte"/></td><td><input type="text"/></td></tr><tr><td><input type="text" value="Must be 9 alphanumeric characte"/></td><td><input type="text"/></td></tr></tbody></table>	BL Number	Total container per BL	<input type="text" value="Must be 9 alphanumeric characte"/>	<input type="text"/>	<input type="text" value="Must be 9 alphanumeric characte"/>	<input type="text"/>	<input type="text" value="Must be 9 alphanumeric characte"/>	<input type="text"/>	<input type="text" value="Must be 9 alphanumeric characte"/>	<input type="text"/>	<input type="text" value="Must be 9 alphanumeric characte"/>	<input type="text"/>
BL Number	Total container per BL												
<input type="text" value="Must be 9 alphanumeric characte"/>	<input type="text"/>												
<input type="text" value="Must be 9 alphanumeric characte"/>	<input type="text"/>												
<input type="text" value="Must be 9 alphanumeric characte"/>	<input type="text"/>												
<input type="text" value="Must be 9 alphanumeric characte"/>	<input type="text"/>												
<input type="text" value="Must be 9 alphanumeric characte"/>	<input type="text"/>												
Vessel:	<input type="text" value="Please select Vessel"/>												
Voyage:	<input type="text" value="Must be 4-5 alphanumeric characters"/>												
Upload documents: Upload Request letter, BL copy and Other files 10MB max size per file (pdf, xls, xlsx, zip)	<input type="button" value="Choose File"/> No file chosen <input type="button" value="Choose File"/> No file chosen <input type="button" value="Choose File"/> No file chosen												
Any comments (optional):	<input type="text"/>												
	<input type="button" value="Submit Button"/> <input type="button" value="Reset Button"/>												

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:

BL Number:

Amendment Request:

Amendment Details:

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

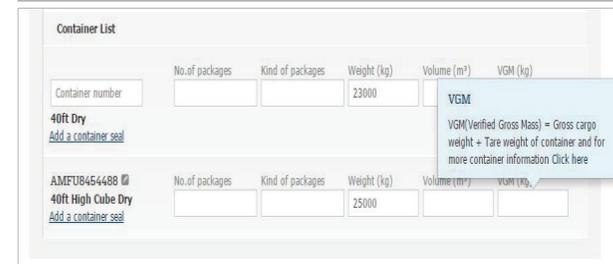
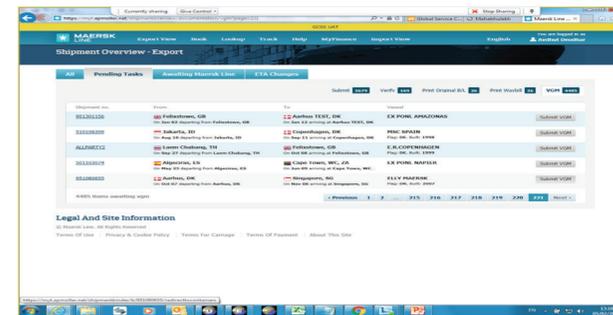
SOLAS - VERIFIED GROSS MASS(VGM):-

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**



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 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



**** 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

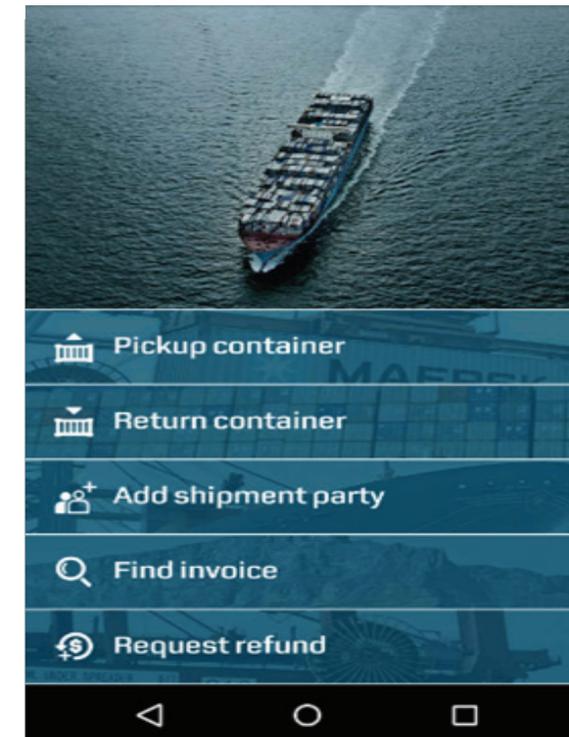
Add party to shipment: User is able to request to be added as a party to the shipment he's clearing

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.



Your promise. Delivered.

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