



Nyota Tanzania LTD

...Shipping made easy

Safmarine
Together we go places



... 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

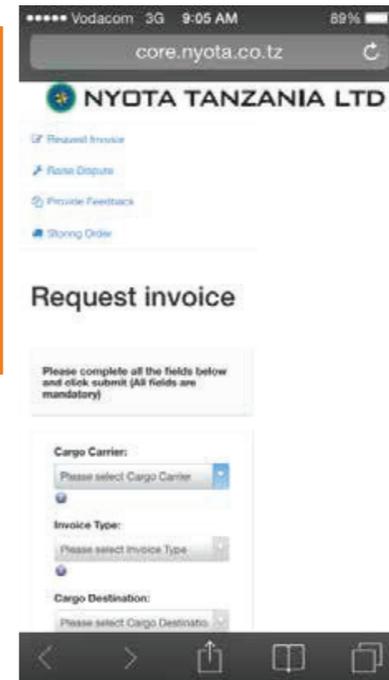
Shipping made Easy in Tanzania



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: <small>Enter upto 5 BLs on separate lines</small>	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

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 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)

Please correct the following error:

A request for this bill has already been submitted. If you need to change details you have already submitted click [here](#). An amendment fee will be charged for this service.

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

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 and 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

Container no.	Size	Date
	20'	
	20'	
	20'	
	20'	
	20'	
	20'	
	20'	
	20'	
	20'	
	20'	
	20'	
	20'	
	20'	
	20'	
	20'	
	20'	
	20'	
	20'	
	20'	
	20'	
	20'	

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 shows the form with the following fields: Your Name, Company/Payer Name, Email Address (with example 'e.g. user@domain.com'), Invoice Number, Amount Disputed (US\$), Reason for Dispute (with a dropdown menu 'Please select Dispute Reason'), and a text area for 'Provide dispute details'. There is also a 'Choose File' button for attachments, with a note 'Add any file to support: 5MB max size per file (pdf/doc/zip)'. 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.

The image shows two views of the 'Provide feedback' form. On the left is a desktop computer view, and on the right is a mobile phone view. Both views show the NYOTA TANZANIA LTD logo and navigation links: Request Invoice, Raise Dispute, Provide Feedback, and Storage Order. The desktop view shows the form with the following fields: Email Address (optional) with example 'e.g. user@domain.com', Mobile Number (optional) with example 'e.g. 0712123456', Issue (with a dropdown menu 'Please select Issue'), and a text area for 'Any comments/further details:'. At the bottom are 'Submit Button' and 'Reset Button'. The mobile phone view shows the same form with a smaller text area for comments.



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:	<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: [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:	<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 character"/></td><td><input type="text"/></td></tr><tr><td><input type="text" value="Must be 9 alphanumeric character"/></td><td><input type="text"/></td></tr></tbody></table>	BL Number	Total container per BL	<input type="text" value="Must be 9 alphanumeric character"/>	<input type="text"/>	<input type="text" value="Must be 9 alphanumeric character"/>	<input type="text"/>	<input type="text" value="Must be 9 alphanumeric character"/>	<input type="text"/>	<input type="text" value="Must be 9 alphanumeric character"/>	<input type="text"/>	<input type="text" value="Must be 9 alphanumeric character"/>	<input type="text"/>	
BL Number	Total container per BL													
<input type="text" value="Must be 9 alphanumeric character"/>	<input type="text"/>													
<input type="text" value="Must be 9 alphanumeric character"/>	<input type="text"/>													
<input type="text" value="Must be 9 alphanumeric character"/>	<input type="text"/>													
<input type="text" value="Must be 9 alphanumeric character"/>	<input type="text"/>													
<input type="text" value="Must be 9 alphanumeric character"/>	<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	Request letter (Template) BL copy Other												
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:	<input type="text"/>
Email Address:	<input type="text" value="e.g. user@domain.com"/>
BL Number:	<input type="text" value="Must be 9 alphanumeric characters"/>
Amendment Request:	<input type="text" value="Please select C11 Reason"/>
Amendment Details:	<input type="text"/>
Vessel:	<input type="text" value="Please select Vessel"/>
Voyage:	<input type="text"/>
Add any file to support: 5MB max size per file (pdf/doc/docx/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
<input type="button" value="Submit Button"/>	<input type="button" value="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 and www.safmarine.com

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

The screenshot shows the Maersk website interface. At the top, there's a navigation bar with 'Home', 'Log in', 'Track & Trace', 'My Profile', 'My Shipments', 'My Documents', and 'My Alerts'. Below this is a 'Shipment Overview - Export' section with a table of pending tasks. The table has columns for 'Status', 'Origin', 'Destination', 'Vessel', 'ETD', and 'ETA'. Below the table is a 'Legal And Site Information' section. The main part of the screenshot is the 'Update VGM' modal window. It has a table with columns for 'Container', 'Cargo Weight', and 'VGM (Verified Gross Mass) = Gross cargo weight + Tare weight of container and for more container information Click here'. The table has two rows: 'AMFU8454488 40ft High Cube Dry' with a weight of 25000 kg, and '(2) 40ft Dry' with a weight of 23000 kg. Below the table is a 'Submit VGM' button. At the bottom of the screenshot is a 'Container List' table with columns for 'Container number', 'No. of packages', 'Kind of packages', 'Weight (kg)', 'Volume (m³)', and 'VGM (kg)'. The table has two rows: '40ft Dry' and 'AMFU8454488 40ft High Cube Dry'. A tooltip is visible over the 'VGM (kg)' column, explaining the formula: 'VGM (Verified Gross Mass) = Gross cargo weight + Tare weight of container and for more container information Click here'.

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:

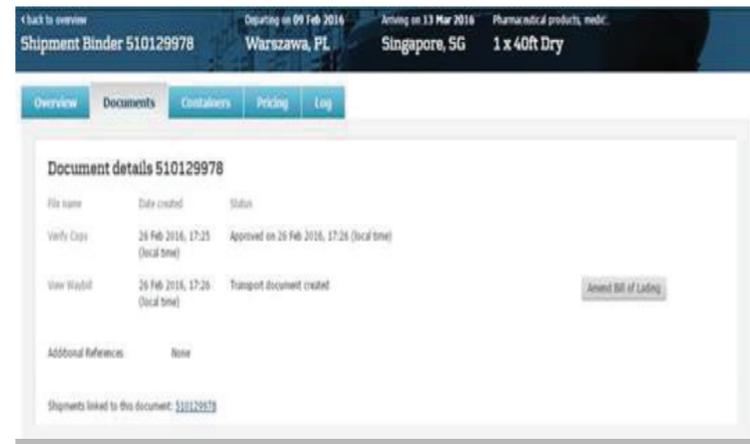
- Arrival status / ETA
- Last Load Port, Vessel Name
- Status on bills
- Free Time status
- Financial/Outstanding Status
- Customs clearance status

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

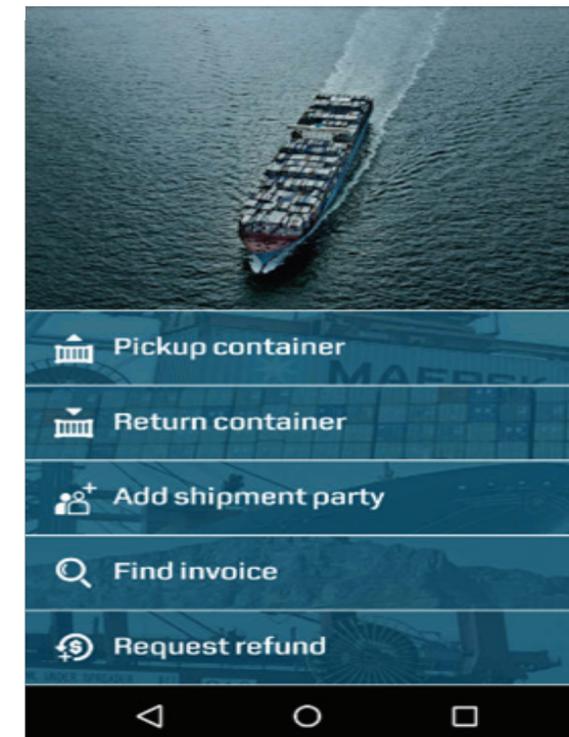
Add party to shipment: User is able to request to be added as a party to the shipment he's clearing

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.



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

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