

5 May 2020

Dear Customer

A few important updates for you:

- (1) **Level 4 Documentation:** For those that have not yet replied to our weekend newsflash calling for a company letter to cover cargo movements, update on whether you are open and when you can receive cargo, and updated CPIC certificates for May, please do so urgently and send to Graeme Impson ([graeme.impson@sctsolutions.co.za](mailto:graeme.impson@sctsolutions.co.za)). Again we stress our proposed letter is not mandated by law but we have found it better to be proactive when dealing with quick releases when under question by lines, depots and police.
- (2) **Congestion on Depot releases for stored cargo:** As anticipated we are experiencing significant delays in being able to plan and effect movements of cargo stored in depots under level 5. As you can imagine the entire industry is now trying to move 6 weeks' worth of stock and there are extreme shortages of vehicles and serious congestions at all depots. SCT were proactive last week in securing dedicated vehicles for our service which should enable us to move all cargo as released from depots. However, the service from depots holding the cargo during lockdown is extremely poor and a major focus of our industry. They are battling to source within their facilities stored containers within stacks and LCL cargo previously unpacked and are also battling to manage the excessive trucking queues. Many have called for 72 hours notice of intended collections so that they can find the cargo in question and allocate booking windows for vehicles but we are finding in many cases we are battling to get action and replies and our booking windows are not being met with trucks sitting many hours in queues. Please be assured that our full SCT team is focussed on planning and ensuring movements to our facilities and we will keep you updated as we progress. If you have not been updated or require an update please mail Tamrynn on [Tamrynn.pearce@sctsolutions.co.za](mailto:Tamrynn.pearce@sctsolutions.co.za) and she will revert as soon as technically possible.

We are well aware that clients that are able to open under level 4 conditions require their cargo as soon as possible and assure you of our utmost attention to this.

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We thank you for your continued support and partnership

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