

Here's important import process information into South Africa to assist your cargo planning

If you're shipping cargo to South Africa, here's an update on our import process to assist with your cargo planning. From September 1, 2022, we will be introducing more flexibility that will allow us to receive your invoicing and release instructions before your cargo's arrival. This will provide you with the opportunity to process your import payments earlier to facilitate the release process.

Import Pre-arrival Document

Our enhanced import pre-arrival document is available online and can be found in this [link](#).

This document will cover the Release and Invoicing instructions. Please submit this document on time to help us consider and process your requirements. For your reference, the last date for submission is three (3) working days prior to the vessel's arrival.

Thinking about your cargo planning, we have outlined below the details of the import process:

Release Instructions

Your import pre-arrival [document](#) will include instructions for either Terminal Release or Overstay Release.

- Terminal Release: with this option, your shipment will not be planned to move to an overstay facility. The container(s) will have to be picked up directly from the terminal, even if the free period has been exceeded.
- To relieve the terminal congestion, we reserve the right to move uncleared containers to an overstay facility from day 5 of discharge. This is in line with the instructions received from Transnet Port Terminals.
- Overstay Release: with this option, your shipment will be planned to move to an overstay facility from the discharge day. The container release will have to be done from the overstay facility, where we will provide three (3) storage-free days. From there on, the container(s) will be subject to all published overstay charges, available [here](#).
- If the release instructions are either received late or not received, the cargo will be planned for terminal release by default.

Invoicing Instructions

- Collect invoices will continue to be the consignee's responsibility. Any requests to change the invoicing from the consignee to a different party must be submitted in the Import Pre-Arrival Document within three (3) working days before the vessel's arrival.
- If the release instructions are either received late or not received, invoices will be issued to the consignee by default.

Storage / Demurrage / Overstay Charges – same day validation

- The cut-off for same-day invoice requests for Storage / Demurrage / Overstay Charges is from Monday to Friday, at 13:00. Please keep in mind that an extra working day will be added to requests received after 13:00 for same-day validation.
- For your reference, please note that invoicing Requests will be handled within three (3) working hours.

Terminal and Overstay Release requests

Terminal and Overstay releases will only be processed after all the following requirements are fulfilled:

1. Submission of all release documents
2. Surrender of the OBL along with necessary endorsements (where required)
3. Payment confirmation received from our Bank against all due invoices (interbank transfers can take one to two working days to be confirmed).

The cut-off for receiving release requests is from Monday to Friday at 15:00 and will be handled within three (3) working hours. Release requests will be processed once all the above-mentioned release requirements are fulfilled. Any requests received after 15:00 will not be eligible for same-day release and will be processed the next working day.

To assist you with your cargo planning, you can use our [vessel tracker](#) to view our vessels' latest Estimated Times of Arrival and Departure. If you should require additional information, please contact our customer service team at your [location](#), who will guide you based on your individual situation.

Best Regards,
Hapag Lloyd