

**From:** Maersk <noreply@maersk.com>  
**Sent:** Friday, 18 September 2020 2:01 PM  
**To:** logistics  
**Subject:** Rio De Janeiro v.036S Sydney omission cargo update

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**18 September**

## **Customer Advisory**

### **Rio De Janeiro v.036S Sydney omission cargo update**

Dear Customer,

Maersk is extremely conscious of the significant challenges being faced, due to the current situation in Sydney and as you know, the Rio de Janeiro 036S omitted Sydney and made an inducement call in Melbourne.

Maersk has been continuously working around the clock on additional solutions following the earlier notice to terminate Sydney bound Cargo in Melbourne. Due to the current extremely complex environment this has taken time to finalise, however Maersk are now pleased to advise the following arrangement for your cargo:

At Maersk's cost, it has been arranged to transfer the cargo post discharge from the Rio de Janeiro, to the West Swanson Intermodal Terminal (WSIT) in Melbourne.

From there you will have the following options available to you, to access your cargo:

1. Maersk will move your cargo to Sydney, via a variety of Maersk Ocean services. This will take some time to coordinate, with the expectation being delays of upwards of 4 or more weeks. During this time, Maersk will cover all storage costs at WSIT and will not bill any detention or demurrage, until we make your cargo available in Sydney.
2. Cargo can be collected from WSIT and your own landside logistics used to transport containers to Sydney. If you chose this option, Maersk will cover your storage at WSIT until containers are collected. Maersk will also offer you an additional 7 days detention freetime post collection, to assist you in managing your supply chain in Sydney. Additionally Maersk will be flexible on your empty dehire, allowing you to either dehire in Sydney (if the depots accept same) or dehire back in Melbourne. Please note that if a viable Ocean product becomes available prior to you advising us of your intentions to utilise this option, Maersk will move the cargo via Ocean.
3. Our Maersk Connect product remains at your disposal, as per the attached, should you choose to leverage this product.

Unless otherwise confirmed, Option 1 will be Maersk's default contingency action until such time as you confirm other arrangements are made.

Please contact your Maersk Customer Experience agent via our [live chat](#) channel to make your required arrangements accordingly.

These are challenging times however it is Maersk's hope that these developments have provided flexibility in clients supply chains.

Sincerely,

Maersk