

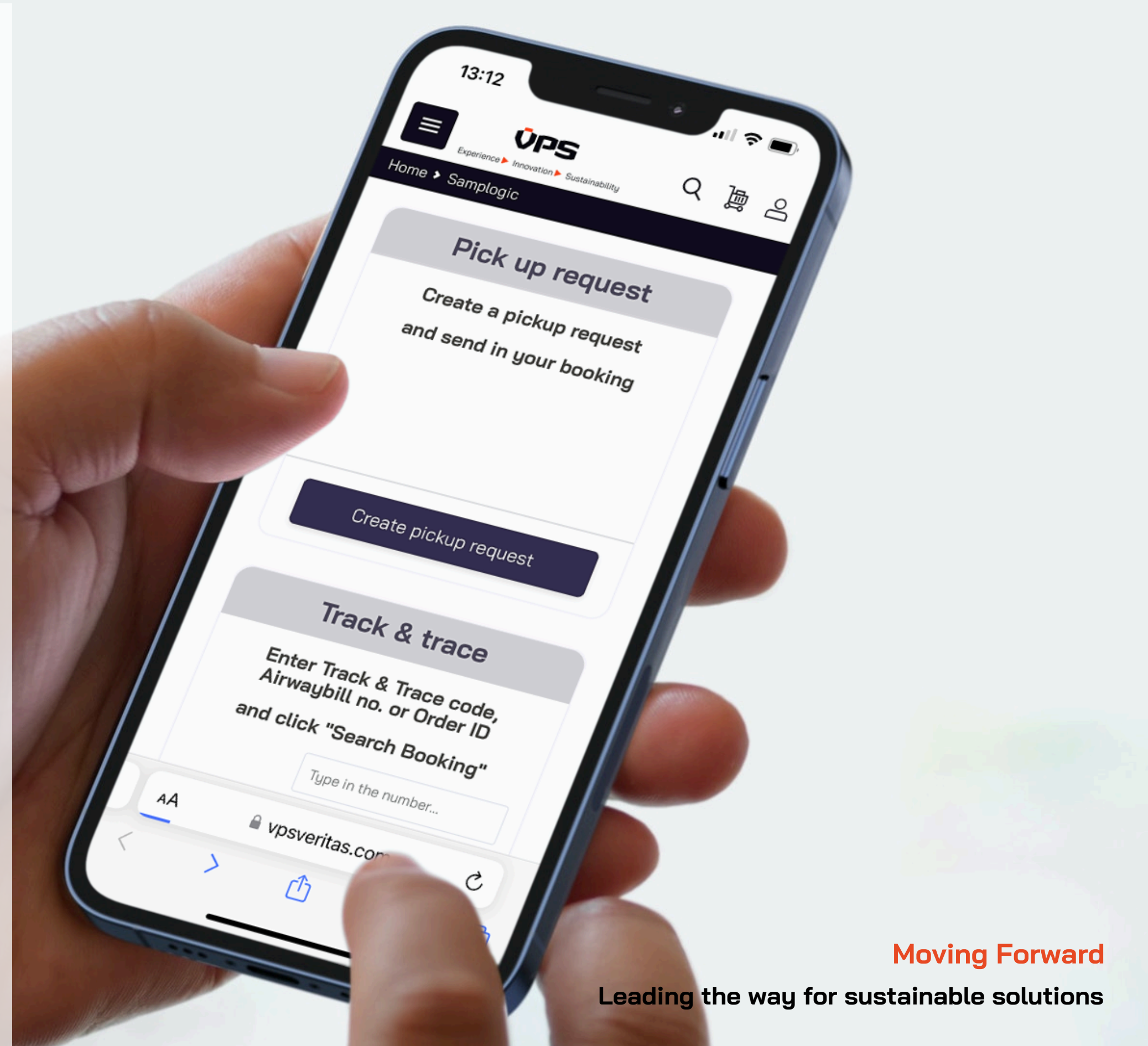


Welcome to SampLogic

Benefits at a glance

- ✓ Easy to use and is mobile-friendly
- ✓ 24/7 automated online booking system to arrange samples pick up and delivery to the nearest and best suited VPS laboratory
- ✓ Generate the required shipping documents to keep your samples on track
- ✓ Track and trace is available to check the status of your samples at any time

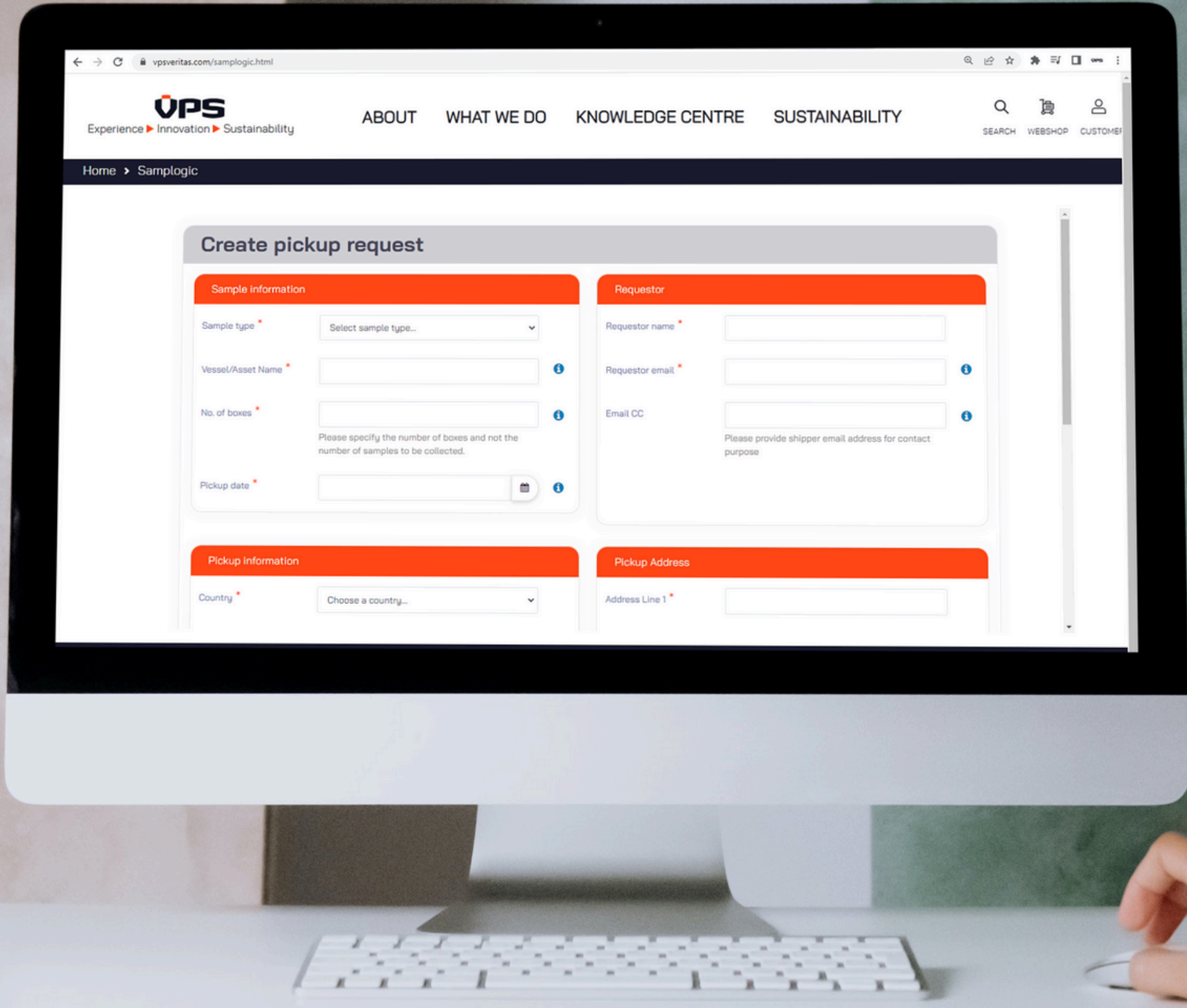
User Guide & FAQ



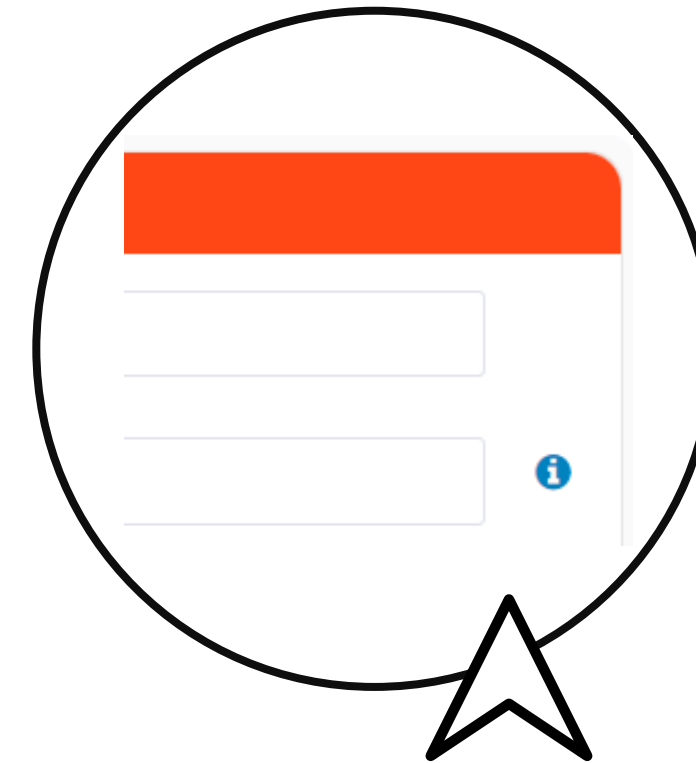
Moving Forward

Leading the way for sustainable solutions

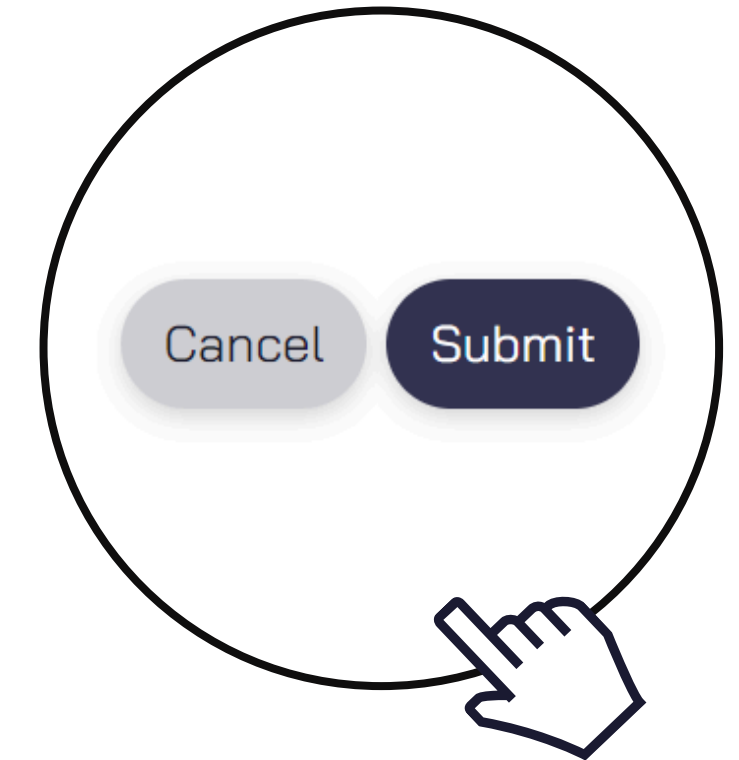
CREATE PICKUP REQUEST



Complete all fields



Click **Submit** to finish



EMAIL CONFIRMATION & SHIPPING DOCUMENTS



Acknowledgement Receipt of pickup request/Imperator Australis/VPS00000167/13 October 2020/HOU

SA SampLogic Administration
To: imperatoraustralis@msatmail.com
Cc: lolasi@lola.ca; Lian, Li Yi



Dear Sender,

Thank you for using VPS SampLogic. This is an auto-generated email to acknowledge the receipt of your pickup request. Please find the details you have submitted online for your reference.

Track & Trace code: JD014600008244027038
DHL tracking: [DHL track & trace](#)

VPS Order Number: VPS00000152
Sample Type: Bunker fuel
Vessel Name: Test Malaysia
No. of Samples to be collected: 1
Request pickup date: 12 October 2020
Consignee: Veritas Petroleum Services (Asia) Pte Ltd
Place of collection: test
Person to Contact: test
Phone No: 9090809
Pickup Address: test
Postal code: 79100
City: Gelang patah
Country: Malaysia

Who is receiving this email?

Requestor and email address listed under Email CC.

Shipping Documents

- Air Waybill (AWB)
- Proforma Invoice
- Generic MSDS
- Any applicable regulatory documents

Use these numbers to track your sample(s)

Collection details are clearly listed

INSTRUCTIONS

AWB

This indicates the shipment's destination address and includes the contact information for the shipper and consignee (receiver). It has a tracking number and a barcode which will be scanned to update the tracking information on the courier's website.

Proforma invoice

This document is used for import and export controls, valuation and duty determination.

MSDS

This document serves as proof that the sample is not classified as a dangerous good and can be shipped as a regular shipment.

Any applicable regulatory documents

Different countries may also have different requirements. If there is a need to provide additional shipping documents, it will be included.

Always review instructions given at the bottom of the mail. If there is any special shipping instruction, it will be highlighted here.

Acknowledgement Receipt of pickup request/example

SA SampLogic Administration
To: imperatoraustralis@msatmail.com
Cc: lolasi@lola.ca; Lian, Li Yi



Thank you for using VPS SampLogic. This is an auto-generated email to acknowledge receipt of your collection request.

Please find the details you have submitted online for your reference.

VPS Order Number:	VPS00348406
Sample Type:	Lubricating Oil
Vessel Name:	Santa Teresa
No. of Samples to be collected:	1
Request Collection Date and Time (Local Time):	24-Jun-24
Consignee:	VPS Europe
Place of Collection:	Sharaf Ships Agency Pty Ltd.
Person to Contact:	Agent on duty
Phone no.:	+27 41 363 60 10
Pickup Address:	Suite 401, 4th Floor, Regus House, Fairview Office Park
Postal code:	6000
City:	Port Elizabeth
Country:	South Africa
Package reference number:	2269849330
PRG no.:	CBJ240624002959
Track & Trace code:	JD014600011628751876
DHL AWB no.:	DHL track & trace

To dispatch from South Africa, please prepare the following documents.

- DHL AWB - Please print the attached
- Proforma Invoice - Please print the attached
- Material Safety Data Sheet (MSDS). An approved MSDS is attached for your reference
- Clearance Form - Please complete the attached

You can check the status of your request at <https://www.vpsveritas.com/samplogic.html> with your VPS Order Number or Airway Bill Number.

Please do not reply to this message. Replies to this message are routed to an unmonitored mailbox.

For assistance related to fuel sample dispatch, please email Samplogic_admin@v-p-s.com

EXCEPTION HANDLING

NO SHIPPING DOCUMENT

Collection from the below locations are managed by the local couriers:



- United Arab Emirates, Fujairah
- Spain, Algeciras
- Spain, Ceuta
- Malaysia, Galang Patah
- Malaysia, Tanjung Pelepas
- China
- Gibraltar



The appointed local couriers will prepare the shipping document.



There is no need to affix any shipping documents to your sample(s).



EXCEPTION HANDLING

INDIA

- Customs in India require shipper's GSTIN number to be mentioned in the e-booking or else DHL will not collect the sample
- If the GSTIN number is provided during booking, SampLogic will prepare the DHL document manually and send it to the requestor accordingly
- If the GSTIN number is not provided during booking, we are unable to arrange the collection

Pickup information		Pickup Address	
Country *	<input type="text" value="India"/>	Address Line 1 *	<input type="text"/>
Company name *	<input type="text"/>	Address Line 2	<input type="text"/>
Person to be contacted *	<input type="text"/>	Postal code *	<input type="text"/>
Person to contact tel no. *	<input type="text"/>	GSTIN No *	<input type="text"/>
		City *	<input type="text"/>

EXCEPTION HANDLING

BRAZIL

- The Brazil government requires an electronic validation of the shipper (aka agent) and consignee data for all shipments.
- Due to this regulation, DHL Brazil is unable to accept AWBs prepared through SampLogic. Therefore, the local shipping agent in Brazil will need to create the DHL AWB via MyDHL+ system.
- Website: <https://mydhl.express.dhl/index/en.html>
- Agent should advice email address to VPS so as to be granted access to MyDHL+ > VPS Account.
- Once access is granted, agent should check their inbox for the activation email and click on the MyDHL+ login button to activate the account.
- Once the account is set up, agent may proceed to create DHL AWB using VPS Account Number.
- If agent does not receive the email from DHL, please whitelist the DHL email address and add them to your approved senders.
- Further guidelines when agent registering for MyDHL+: When asked the following question 'Do you have a DHL Express account number?' If agent marked it with 'Yes', this may be why it's asking for the account number. Please go back and select 'No'.

CONTACT

For further assistance;

DHL Customer Service Team



+551136183200/0800 771-3451

VPS Houston Team



admin.houston@vpsveritas.com

EXCEPTION HANDLING

UNITED KINGDOM

- Customs in UNITED KINGDOM require shipper's EORI number to be mentioned in the ebooking. This is a mandatory field. DHL will not collect the sample if EORI number is not provided.
- If the EORI number is incorrectly entered during booking, delays can be expected in the Customs clearance process. Shipment will be delayed until the correct EORI number is supplied to Customs.

Pickup information

Country *

Company name *

Person to be contacted *

Person to contact tel no. *

Pickup Address

Address Line 1 *

Address Line 2

Postal code *

EORI *

City *

(*) Are mandatory fields

CONTACT

For further assistance;

VPS Rotterdam Team



admin.rotterdam@vpsveritas.com

COMMON ERRORS DEFINITION

Error Code 998	Error Code 5002	Error Code 410201	Error Code 420504	Error Code 420506
The pickup date cannot be in the past or more than 10 days in the future.	The pickup time window for a collection to take place is too small.	Pickup service is not available due to weekend and public holiday.	Pickup address is incorrect. Most likely an invalid combination of Postal Code / City / Country.	Postal Code is incorrect.
<p>To resolve: Check the pickup date. Please note that if you book for collection 10 days earlier than the booking date, you will have to - submit the request closer to the pickup date.</p>	<p>To resolve: There is not enough time for the courier to pickup the sample. Please pick another date.</p>	<p>To resolve: Courier normally do not perform pickup service on the weekend. Please choose the next available date.</p>	<p>To resolve: Please re-check on the pickup address.</p>	<p>To resolve: Please check the Postal Code and try again.</p>

FREQUENTLY ASKED QUESTIONS

GENERAL

Why do I need an email address to use SampLogic?

The email address will be used for all correspondences related to your collection request. If you do not have an active email address, we suggest that you either create one or provide the email address of your shipping agent.

What do I do if I do not have a printer? Can I use SampLogic?

If you do not have a printer, please include the email address of your shipping agent when you submit your collection request. The shipping agent will be copied in the email and can print out the shipping document.

Do I need a shipping account to ship the sample(s)?

You do not need a shipping account. If freight is included in your contract, VPS will pay for the shipping charges.



FREQUENTLY ASKED QUESTIONS

BOOKING



Can I ship sample(s) from different vessels at the same time?

You may schedule one pickup for different vessels provided that the address of both shipper and consignee are the same.

How do I know if my booking has been successful?

If your booking is successful, you will receive a confirmation email from SampLogic.

I have not received the shipping document, what do I do?

If you do not receive the shipping document, please contact SampLogic_Admin@vpsveritas.com

How do I change or cancel a booking request?

To amend any part of your booking or to cancel the collection, please email SampLogic_Admin@vpsveritas.com with the required changes. Our administrators will amend or cancel the booking on your behalf.

FREQUENTLY ASKED QUESTIONS

COLLECTION



What do I do if the collection does not take place?

Occasionally our appointed couriers may have difficulties to perform collection on the specified day. This may be due to adverse traffic or weather conditions. In these instances, please expect collection on the next working day. If the sample(s) is not collected within the next working day, please email SampLogic_Admin@vpsveritas.com

What happens if the courier does not accept the sample(s)?

If for some reason, the courier does not accept the sample(s), please email SampLogic_Admin@vpsveritas.com with the reason for rejection.

FREQUENTLY ASKED QUESTIONS

TRACK & TRACE



Where do I find my tracking numbers?

Each collection request is tracked by a unique tracking number. We strongly advise you to keep the confirmation email or make a record of your tracking number.

How do I track my sample without a tracking number?

In the event that you cannot recall your tracking number, please email SampLogic_Admin@vpsveritas.com and provide the Vessel Name of your enquiry.

How long does it take for the tracking number to start working?

As soon as the sample is collected and the barcode is scanned, the tracking number is activated, and the updates will start showing in the Track & Trace system. If the status in the tracking system has not changed in more than 48 hours, please email SampLogic_Admin@vpsveritas.com and provide the tracking number of your enquiry.



Please contact your Customer Account Manager for more information about the scope of analysis and how SampLogic meets your requirements.

 SampLogic_Admin@vpsveritas.com

vpsveritas.com

Moving Forward
Leading the way for sustainable solutions