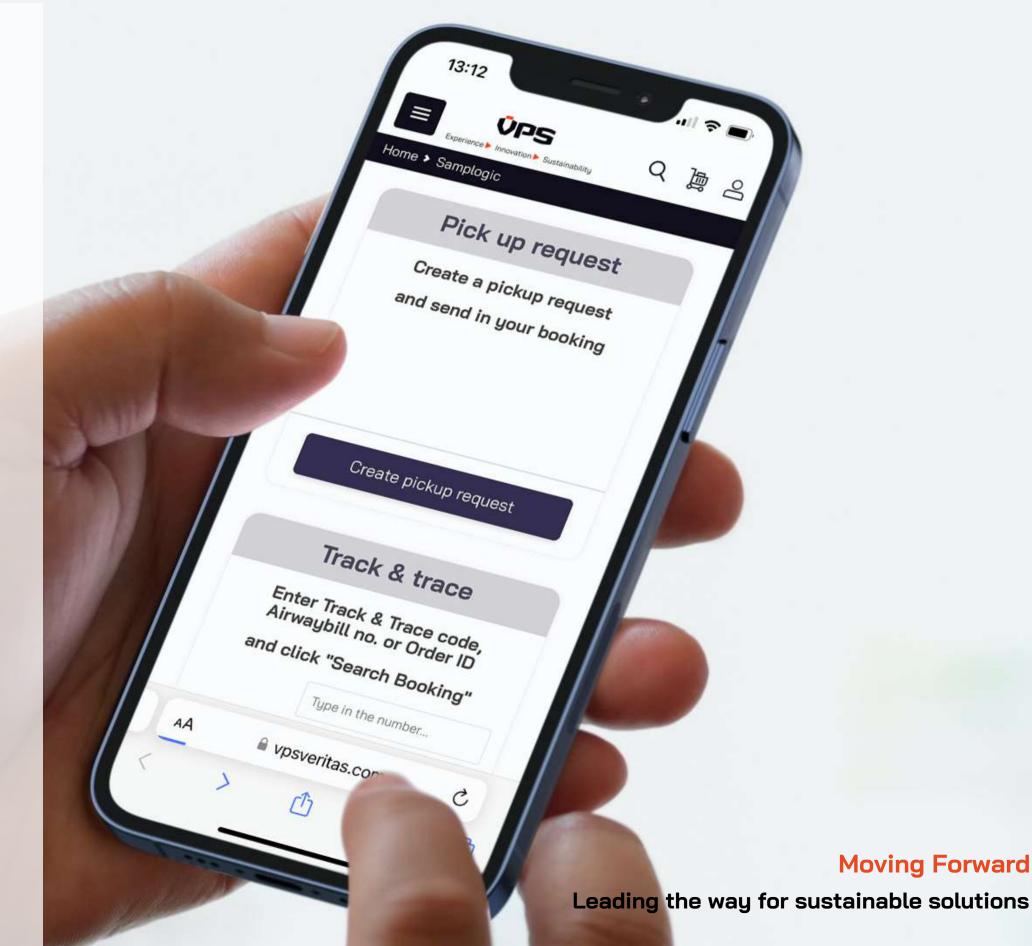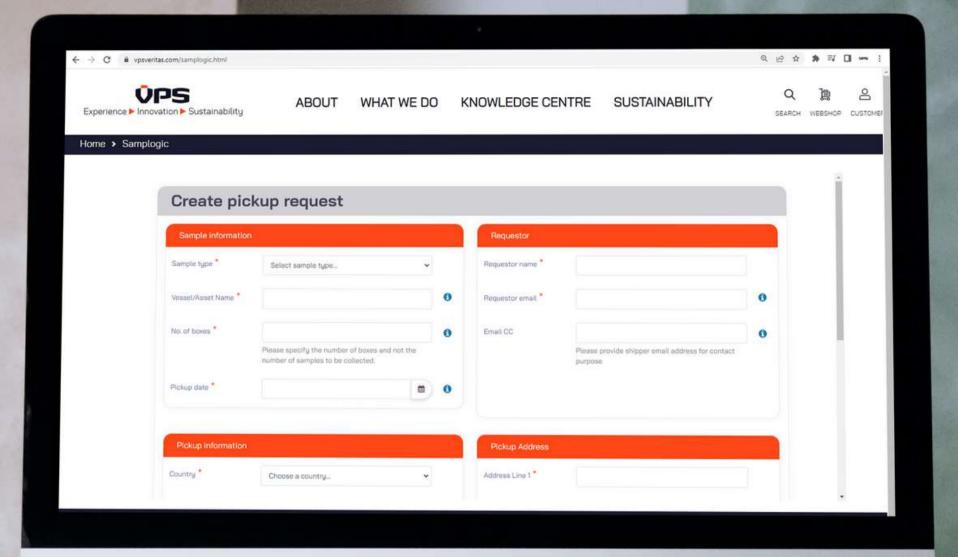# VPS

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
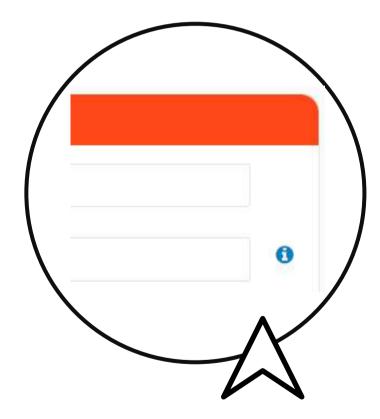
User Guide & FAQ

13:12

VPS
Experience ▶ Innovation ▶ Sustainability

Home ▶ Samplogic

Pick up request

Create a pickup request and send in your booking

Create pickup request

Track & trace

Enter Track & Trace code, Airwaybill no. or Order ID and click "Search Booking"

Type in the number...

AA 🔒 vpsveritas.com

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CREATE PICKUP REQUEST

Complete all fields

Click **Submit** to finish
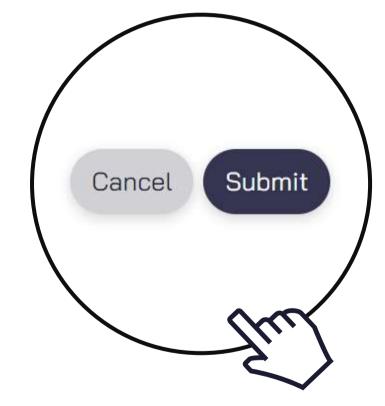
EMAIL CONFIRMATION & SHIPPING DOCUMENTS

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

Who is receiving this email?
Requestor and email address listed under Email CC.

[PDF] Shipping documents.pdf   [PDF] AirWayBill.pdf

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

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

Use these numbers to track your sample(s)

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

Collection details are clearly listed

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

📄 PDF Shipping documents.pdf   📄 PDF AirWayBill.pdf   📄 PDF SDS for Fuel Oil.pdf

Person to contact:	SIVA
Phone No:	0192206998
Pickup Address:	114, Jalan Selat Selatan 12, Persiaran Selat Selatan
Postal code:	42000
City:	Pelabuhan Klang
Country:	Malaysia
Package reference number:	6475599599616
PRG no:	CBJ220112108115
Track & Trace code:	JD0146000009421735599
DHL AWB No:	DHL track & trace

To dispatch from Labuan, Malaysia, 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
- Non-Dangerous Goods Certificate
- UN-approved Packaging Certificate

Please note
- Send the sample to SGS for packaging and Non-DG certification
- The Non-DG Certification would cost about RM$100+ and the packaging cost will be around RM$200++ minimum
- The turnaround time for the above would be between 24 to 48 hours
- SGS (Malaysia) Sdn Bhd Contact no. +60(87) 411 459, +60(87) 411 372 or +60(87) 414 766

After the packaging and paperwork is completed and certified, DHL Labuan will collect the sample from shipper for export.

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

VPS

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.

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

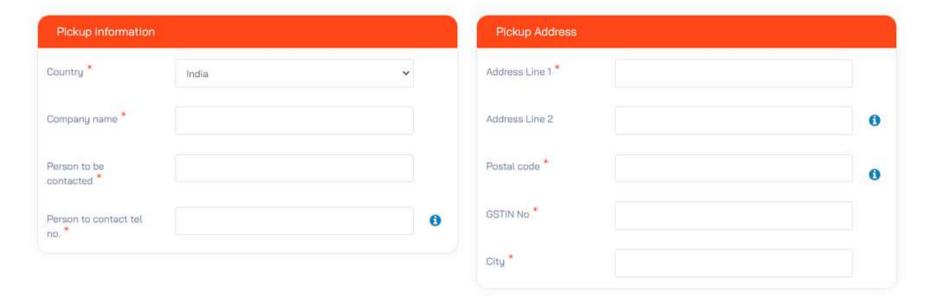The appointed local couriers will prepare the shipping document.

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

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VPS

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
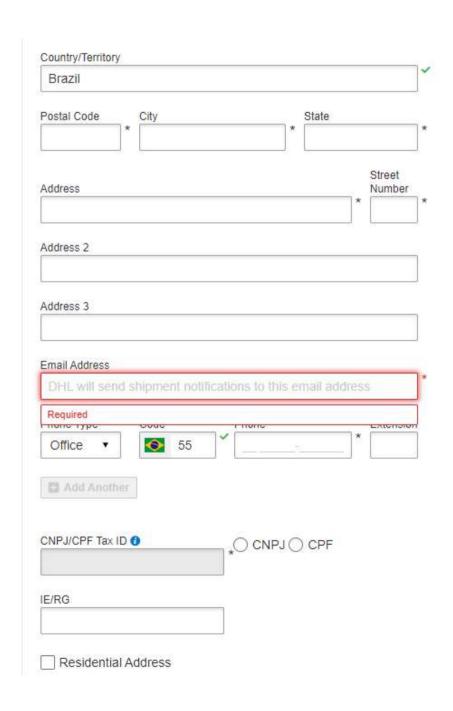
EXCEPTION HANDLING

BRAZIL

- The Brazil government requires an electronic validation of the shipper. Due to this regulation, DHL Brazil is unable to accept AWBs prepared through SampLogic

- Shipping agents are required to create AWB via Brazil's MyDHL+ system https://mydhl.express.dhl/br/en/home.html#/getQuoteTab

- As required by the local authority, local agent's CNPJ/CPF Tax ID is <u>mandatory</u>

- Once the online form is submitted, the electronic data submitted will go to the government database that will validate the shipper's name, address and TAX ID number (VAT number)

- After the validation, the shipper will receive an electronic authorization to schedule the pickup online and print out the AWB for DHL collection

- When prompt, please provide the VPS Account Number "9525 11964" and declare the content as "Bunker Sample" or "Lubricating Oil Sample" when completing the online form

CONTACT

For further assistance;

DHL Customer Service Team

📞 +551136183200/0800 771-3451

VPS Houston Team

✉ admin.houston@vpsveritas.com

COMMON ERRORS DEFINITION

Error Code 998

The pickup date cannot be in the past or more than 10 days in the future.

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.

Error Code 5002

The pickup time window for a collection to take place is too small.

To resolve:
There is not enough time for the courier to pickup the sample. Please pick another date.

Error Code 410201

Pickup service is not available due to weekend and public holiday.

To resolve:
Courier normally do not perform pickup service on the weekend. Please choose the next available date.

Error Code 420504

Pickup address is incorrect. Most likely an invalid combination of Postal Code / City / Country.

To resolve:
Please re-check on the pickup address.

Error Code 420506

Postal Code is incorrect.

To resolve:
Please check the Postal Code and try again.

FREQUENTLY ASKED QUESTIONS

GENERAL

VPS

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.

VPS

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

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