



Welcome to SampLogic

Benefits at a glance

- Easy to use and is mobile-friendly
- 24/7 automated online booking system to arrange samples pickup 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](#)

November 2021



Create Pickup Request



Create pickup request

Sample information	Requestor
Sample type * <input type="text" value="Select sample type..."/>	Requestor name * <input type="text"/>
Vessel name * <input type="text"/>	Requestor email * <input type="text"/>
No. of boxes * <input type="text"/> <small>Please specify the number of boxes and not the number of samples to be collected.</small>	Email CC <input type="text"/>
Pickup date * <input type="text"/>	

Pickup information	Pickup Address
Country * <input type="text" value="Argentina"/>	Street * <input type="text"/>
Company name * <input type="text"/>	House no. <input type="text"/>
Person to be contacted * <input type="text"/>	Postal code * <input type="text"/>
Person to contact tel no. * <input type="text"/>	Additional address info <input type="text"/>
	City * <input type="text"/>

(*) Are mandatory fields

[Cancel](#) [Submit](#)

This website is strictly for booking of samples collection to VPS laboratories only. You acknowledge that additional charges are applicable if the item is deemed not for VPS. A fee will apply for any re-direction or return of the item, made at your request.
Incomplete or erroneous information provided may result in delays in the delivery of your samples to the VPS laboratories.



Complete the fields



Click "Submit" to finish the process

Email Confirmation And Shipping Documents



Acknowledgement Receipt of Pickup Request / Imperator Australis / VPS00000167 / 13 October 2020 / HOU

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

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

Shipping documents.pdf 161 KB
AirWayBill.pdf 29 KB

Shipping Documents

- Air Waybill (AWB)
- Proforma Invoice
- Generic MSDS
- Any applicable regulatory documents
- All you need to do is **print** them out and attach to your samples

Dear Sender,

Thank you for using VPS SampLogic. This is an auto-generated email to acknowledge 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
Tel. No. : 9090809
Pickup Address : shhsafhjk,
Postal code : 79100
City : gelang patah
Country : Malaysia

Use these numbers to track your
sample(s)

Collection details are
clearly listed



Email Confirmation And Shipping Documents



Acknowledgement Receipt of Pickup Request / ZIM VIRGINIA / VPS00035412 / 12 January 2022 / SNG

SA SampLogic Administration
To ops@neptunemaritime.com.my
Cc zimvirginia@gtships.com; SampLogic Administration; edgsg-exp-dnvps@dhl.com; VPS Logistics
Retention Policy 1 Year Permanent Delete (1 year) Expires 12/01/2023
[If there are problems with how this message is displayed, click here to view it in a web browser.](#)

Shipping documents.pdf 121 KB AirWayBill.pdf 64 KB VPS-DOC003-R03_0921 - SDS for Fuel Oil.doc.pdf 218 KB

Person to Contact : SIVA
Tel No : 0192206998
Pickup Address : 114, Jalan Selat Selatan 12., Persiaran Selat Selatan
Postal Code : 42000
City : PELABUHAN KLANG
Country : Malaysia
Package Reference Number : 6475599616
PRG No. : CBJ220112108115
Track & Trace code : JD014600009421735599
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 about RMS200++ 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 <http://samplerlog.v-p-s.com> with your VPS Order Number or Airway Bill Number.



Always review instruction given at the bottom of the mail.

If there is any special shipping instruction, it will be highlighted here

Email Confirmation And Shipping Documents



1. 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.

2. Proforma invoice

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

3. MSDS

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

4. Any applicable regulatory documents

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

EXPRESS WORLDWIDE	ECX	
From: Angelo Site Office at DMH Georgio Desiro 1 Portul Street Mangalia 9055 MANGALIA, ROMANIA RO		Origin: BUH
To: VPS Rotterdam Technical Department Zwolsesweg 1 2994 LB Barendrech t PO Box 9515 3007 AM, Netherlands		Ph:4072286454 Ph:31180221100
Rotterdam 2994 LB NL		
NL-RTM-RTM		
Ref: ANGEL VICTORY		Piece Weight 1 Kg
Date: 2016-05-09		Price: 1/2
Content: Bunker Oil Not restricted. Comply with IATA DGR SP A3		

PROFORMA INVOICE Date: 05/05/2016

Sender Details: Company Name: **DT Cameron** Sender Name: **Maitane Rankin**
Address: **BP 12554 DUA Zone Portuaire Entree Nord**
City: **LMSE** Zip Code: _____
Country: **CAMEROON** Telephone: **003733364170**

Consignee Details: Company Name: **Vertice Petroleum Services (Asia) Pte Ltd**
Address: **Fujairah Plot P.O. Box 1207 Fujairah United Arab Emirates**
City: **FUJAIRAH CITY** Zip Code: _____
Country: **UNITED ARAB EMIRATES** Telephone: **97190229152**

Description	Quantity	HS CODE	Unit Weight	Total Weight	Unit Value	Total Value
Bunker Fuel Samples (MSL00V)	1	27101999	1.00	1.00	\$ 5.00	\$ 5.00

No Commercial Value - Sample For Testing Only
Value For Customs Clearance Only

Note: Bunker Fuel Samples are Not Restricted Cargo, with Flash Point above 60.5 Degrees Celsius (Comply with IATA Dangerous Goods Regulation Special Provision A3)
I certify that the information on this declaration is true and correct to the best of my knowledge.

Visuel's Representative
(Full Name and Signature): _____
Official Information for Shipper:
Vertice Petroleum Services (Asia) Pte Ltd
DT Group (Head Office) L12000100000001 (Tel: 65 6776 1475, Fax: 65 6776 1476, Email: dtgroup@vps.com)
Vertice Petroleum Services (Asia) Pte Ltd
Fujairah Free Zone P.O. Box 1207, UNITED ARAB EMIRATES (Tel: 971 9 0226 12, Fax: 971 9 0226 13, Email: vps@vps.com)
Vertice Petroleum Services Group B.V.
Cantelweg 1, 3904 LR Bunnik, NL (Tel: 31 36 147 0000, Fax: 31 36 147 0001, Email: vertice@vps.com)
VPS Trading and Operations Inc.
115 South 10th Street, La Haye, The Netherlands (Tel: 31 71 381 470 000, Fax: 31 71 381 470 001)

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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)

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 No is provided during booking, SampLogic will prepare the DHL document manually and send it to the requestor accordingly
- If the is GSTIN No is not provided during booking, we are unable to arrange for collection

Pickup Information

Country *

Company name *

Person to be contacted *

Person to contact tel no. *

Pickup Address

Address Line 1 *

Address Line 2

Postal code *

GSTIN No *

City *

Exception Handling - Brazil



- Brazil government requires an electronic validation of the shipper . Due to this regulation, DHL Brazil is unable to accept AWBs prepared through Samplogic
- Shipping agent is 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 mandatory
- Once the online form is submitted, the electronic data submitted will go to the government database that will validate shipper's name, address and TAX ID number (VAT#).
- After the validation, shipper will receive an electronic authorization to schedule the pickup online and print out the AWB for DHL collection
- When prompted, please provide VPS Account Number "9525 11964" and declare the content as "Bunker Sample" or "Lubricating Oil Sample" when completing the online form
- For assistance, please call DHL Customer Service team at +551136183200 / 0800 771-3451
- Alternatively, please contact VPS Houston at admin.hou@vpsveritas.com

Exception Handling - Brazil



Nota Fiscal Electronica
Select One *

If you are already registered in MyDHL+, [Login Now.](#)

From

Name
First Name and Last Name *

Business Contact

Company ⓘ *

Country/Territory
Brazil ✓

Postal Code * City * State *

Address * Street Number *

Address 2

Address 3

Email Address *

Phone Type Code Phone Extension

Office ▼ 55 ✓ *

CNPJ/CPF Tax ID ⓘ * CNPJ CPF

IE/RG ⓘ *

Residential Address

To

Name
First Name and Last Name *

Business Contact

Company ⓘ *

Country/Territory *

Email Address

Phone Type Code Phone Extension

Office ▼ *

Residential Address

[Notes about this contact](#)



Common Errors Definition

- **Error Code 998 - The pickup date cannot be in the past or more than 10 days in 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 re-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 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 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 420506 - Postal Code is incorrect.

To resolve - Please check on the Postal Code and try again

FAQ - 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.





FAQ - Booking



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

You may schedule one pickup for different vessel 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.



FAQ - Collection



- **What do I do if the collection doesn't 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 reasons, the courier does not accept the sample(s), please e-mail SampLogic_Admin@vpsveritas.com with the reason for rejection.



FAQ - 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 to track my sample without 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 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.

EXPERIENCE ▶ INNOVATION ▶ SUSTAINABILITY



SampLogic_Admin@vpsveritas.com