



Welcome to SampLogic

User Guide & FAQ

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



The Leader in Maritime
Testing & Surveys

Create Pickup Request

Create pickup request

Sample information	Requestor
Sample type * 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 * 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.

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.

Cancel Submit

Complete the fields

This field will not pop up if the Pickup Country does not have a Postal Code

Click "Submit" to finish the process

Email Confirmation And Shipping Documents

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

SA
SamLogic 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

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

Shipping documents.pdf
161 KB

AirWayBill.pdf
29 KB

Dear Sender,

Thank you for using VPS SamLogic. 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](#)

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

Tel. No. : 9090809

Pickup Address : shfhsafhjk,

Postal code : 79100

City : gelang patah

Country : Malaysia

Collection details are
clearly listed



Email Confirmation And Shipping Documents

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 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 <http://samplelog.v-p-s.com> 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.

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 XML 91 v4.0		ECX	DHL EXPRESS
From: Anangel Site Office at DMH Georgios Demingis 1 Portul Street Mangalia 9055 00 MANGALIA, ROMANIA Ph:40723866484		Origin: BUH	
MANGALIA 905500 RO			
To: VPS Rotterdam Technical Department Zwolsseweg 1 2994 LB Barendrech t PO Box 9515 3007 AM, Netherlands		Ph: 31180221100	
Rotterdam 2994 LB NL			
NL-RTM-RTM			
		Day	Time
Ref: ANANGEL VICTORY		Piece Weight: 1 Kg	Piece: 1/2

UPS

PROFORMA INVOICE Date: 08/05/2018

Sender Details:
Company Name: ST Cameroon Sender Name: Marianne Fankam
Address: BP 12554 DIA Zone Portuaire Entree Nord
City: LIKIE Zip Code:
Country: CAMEROON Telephone: 00237233404170

Consignee Details:
Company Name: Vertex Petroleum Services (KSA) Pte Ltd
Address: Fujairah Port P.O. Box 1227 Fujairah United Arab Emirates
City: FUJAIRAH CITY Zip Code:
Country: UNITED ARAB EMIRATES Telephone: 971922281152

Description	Quantity	HS CODE	Unit Weight (Kg)	Total Weight (Kg)	Unit Value (USD)	Total Value (USD)
Bunker Fuel Samples (MTCOY)	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.

Sender's Representative
(Full Name and Signature): _____
Valid Information for Shipper: _____
Vertex Petroleum Services (KSA) Pte Ltd
ST Cargo (Bunk Tank) (SEPCO) 0800 000 000 (Tel: +971 4 779 1470, Fax: +971 4 779 1454, Email: stcargo@vps.com)
Vertex Petroleum Services (KSA) Pte Ltd
Vertex Petroleum Services P.O. Box 1227, UNITED ARAB EMIRATES (Tel: +971 4 2330 12, Fax: +971 4 2330 13, Email: ap@vps.com)
Vertex Petroleum Services Range 80
Vertex (L) 1000 Bunk Tank, P.O. Box 1115, 1007 AM 758 NETHERLANDS (Tel: +31 20 221 140, Email: netherlands@vps.com)
VPS Trading, Inc (Singapore) Inc
VPS Trading, Inc (New York, New York) 10011, USA (Tel: 212 470 1000, Fax: 212 470 1000)



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)



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 emails 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.

SampLogic

If you experience any problems, please email
samplogic_admin@v-p-s.com

www.v-p-s.com



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