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

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 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

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 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

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

VPS

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://samplogic.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

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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. It there is a need to provide additional shipping document, it will be included.

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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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. Pleas 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

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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.

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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 you 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.

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

www.v-p-s.com

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