



Rotterdam, 30 August 2019

To: All Shipping lines, Agents, Transporters and Freight Forwarders using Rotterdam Short Sea Terminals B.V. (RST)

Subject: **Go-live new Terminal Operating System at RST North Terminal/Zone 10 (19th and 20th of October 2019)**

Dear Reader,

RST North is currently in the final stages of implementing a new Terminal Operating System, this new system will replace our existing administrative -and planning tools.

This letter is firstly intended to announce that a date has been set for the weekend of the **19th and 20th of October 2019** to go-live with the new built software.

Secondly you are herewith informed on the impact the go-live has on operations at RST North (Zone 10) during this period. A significant change in hardware and software like described cannot be executed in a running operation. A full shutdown period of all RST North services is therefore required. During this weekend, the RST South Terminal (Zone 8 and 9) will be operational according to the usual opening times.

What is going to happen during this weekend?

1. Full operational shutdown;
2. Technical startup of the new TOS;
3. Data migration between old and new TOS;
4. Migration check;
5. Full test scenario run;
6. Full test run with test trucks, barges and a preferred vessel;
7. Full check of all external TOS connections such as EDI, customs and Portbase;
8. Phased reengagement of all RST North services.

What does this mean for you?

- No Vessel handlings between Friday 18th October 2019 20:00 hrs. until Sunday 20th October 12.00 hrs.
- No Truck handlings between Friday 18th October 2019 20:00 hrs. until Monday 21th October 08:00 hrs.
- No Barge handlings between Friday 18th October 2019 20:00 hrs. until Monday 21th October 12:00 hrs.
- No Other handlings between Friday 18th October 2019 20:00 hrs. until Monday 21th October 12:00 hrs.
 - This includes Internal/External terminal transport, customs scans, etc.



- No possibility to visit the RST North site unannounced between Friday 18th October 2019 20:00 hrs. until Monday 21th October 07:00 hrs.
 - This includes all suppliers and maintenance staff which would not be specifically on site to support the TOS go-live or have approved access of the RST North operations management to cope with situation in case of emergencies and/or possible cargo damage.

What is changed after the reopening of RST North on the 21th of October 2019?

- RST North will have a full Portbase connection including the following services (detailed information to follow);
 - MID
 - MED
 - Road planning
 - Barge planning (barge announcement and load/discharge lists)
 - Customs inspection portal
 - NCTS/ECS
- New customer web portal (detailed communication to follow);
- New driver-desk process and self-service pedestals;
- New gate control system;
- New billing system;
- New EDI portal (detailed communication to follow).

We are confident that RST North will be able to reopen her doors with improved services and efficiency after the switch to our new TOS. RST has brought in an experienced team supporting the RST staff to cope with the challenges of a full system switch. This team will not only support the go-live but will stay on site for the necessary time period to assist the local support team and make all required changes and improvements if necessary.

Our main goal is to improve your RST experience towards the future and we will do all we can to make this transition as smooth as possible for you and your respected customers.

We trust to have informed you with the above write-up to your satisfaction. In case of any questions and/or remarks arising out of this letter, please do not hesitate to contact us. A list of specific contacts is listed here below.

Our IT department and/or support team will contact you if any support is needed in preparation towards or during go-live.

Yours sincerely,

RST Management



Specific contacts:

Operational Support	Mr. Jeroen Zwijnenburg j.zwijnenburg@rstbv.nl +31 (0)6 20489230
Commercial support	Mr. Olle Antheunis o.antheunis@rstbv.nl +31 (0)6 23022179
Technical Support	Mr. Cees van Pelt c.vpelt@rstbv.nl +31 (0)6 53850256
IT Support	Mr. Maarten de Vries m.dvries@rstbv.nl +31 (0)6 13503766