

Rotterdam, August 13th 2020

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 South (Zone 8/9) (17-18-19 October 2020) – also impacts RST North (Zone 10) operations

Dear Reader,

RST South is currently in the final preparatory 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 period has been set at **17-18-19 October 2020** to go-live with our new operating system.

Secondly you are herewith informed on the impact the go-live has on operations at the whole RST terminal during this period. A significant change in hardware and software like described cannot be executed in a running operation. This go-live impacts the RST North operation because the RST North and South systems and administration will be merged into one system and administration. A full shutdown period of all RST services is therefore required.

What is going to happen during this period?

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

What does this mean for you?

During the go-live period the terminal will be closed for all activities and visits according to the following schedule:

- **Sat 17/10 23.00h – Sun 17.00h Full shutdown of all RST terminal activities**
- **Sun 18/10 17.00h reopening of RST North (Zone 10) waterside activities**
- **Mon 19/10 07:00h reopening of RST North (Zone 10) landside activities**
- **Mon 19/10 09.00h reopening of RST South (Zone 8/9) landside activities**
- **Mon 19/10 15.00h reopening RST South (Zone 8/9) waterside - everything up and running at RST**

Waterside operations includes all Vessel/Barge Handlings.

Landside operations includes all Truck, RSC and other handlings.

During the entire go-live period no unannounced visit (including suppliers and maintenance staff) is allowed.

What is changed after the reopening of RST on the 19th of October 2020?

- One administration for both RST Terminals. RST South will adopt the same TOS system as already in use at RST North (implemented end of 2019). So all below mentioned changes are already in use at RST North. For all stakeholders involved RST will be one terminal with three zones (8, 9 and 10).
- RST will have a full Portbase connection including the following services
 - MID
 - MED
 - Road planning
 - Barge planning (barge announcement and load/discharge lists)
 - Customs inspection portal
 - NCTS/ECS
- New customer web portal
- New driver-desk process and self-service pedestals
- New gate control system
- New billing system
- New EDI portal

What do we need from you?

We are confident that RST 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.

Yours sincerely,

RST Management

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