

Rotterdam, 10 May 2021

To: All shipping lines and their transporters calling Rotterdam Short Sea Terminals B.V.
(RST)

Subject: Portbase announcement mandatory for all truck visits per 25 May 2021

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Dear Reader,

Rotterdam Short Sea Terminals is in the constant process of implementing improvements related to truck handling. The aim is to reduce the overall truck turnaround time at our terminal to a minimum. Around 55 percent of the drivers enter the terminal via our automated process, saving over 20 minutes waiting time for the manned desk per truck visit on average. The aim of the next step announced in this letter is to make optimum use of these automated processes.

Hereby we inform you about the next step in truck processing automation at Rotterdam Short Sea Terminals. **Per May 25th 2021 pre-announcement via Portbase HCN (Hinterland Container Notification) will be an obligation for all drivers.** This includes both the drop-off and pick-up of all containers. The main advantage of the Portbase pre-announcement is that the driver can use the Self Service process, saving over 20 minutes on average per truck visit. On top of this, the transport company can get live and detailed insight in the status of the announcement and related containers. **If no pre-announcement is done prior arrival at the RST driver desk as per mentioned date, RST will refuse entrance to the terminal, until an announcement has been made by the transport company or its client.** To ensure a smooth transition to the new procedures, RST will have a dedicated team on-site in the first week (from Tuesday May 25th until Monday May 31st).

The next step after this mandatory announcement is to implement a truck appointment reference (TAR), which will be provided to the truck driver via Portbase HCN. With this reference the entire gate process will be handled at the entrance, without the driver leaving the truck, saving an additional 10 minutes per truck visit. No additional actions from the transport company nor the shipping lines are required to implement this next step. This TAR process will be implemented in the third quarter of 2021. With the TAR implementation, RST will implement a surcharge for drivers that still have to use the manned driver desk. The TAR process will be further strengthened over the summer and further updates will follow.

All information regarding the Portbase service Hinterland Container Notification Road can be found via the link below: <https://www.portbase.com/en/services/melding-container-achterland-road/>

Yours sincerely,
RST Management