

Rotterdam, 26 July 2021

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

Subject: Implementation of Terminal Appointment Reference (TAR) per 04-08-21

Dear Reader,

At RST we are in the constant process of improving our truck handling process. The aim is to reduce the overall truck turnaround time at our terminal to a minimum. Around 70% of the drivers now enter the terminal via our automated self service desk process, saving over 20 minutes truck turn around time per truck visit on average.

Herewith we would like to inform you about the next step in our truck processing automation. **As from the 4th of August 2021 RST will implement the Truck Appointment Reference (TAR).** With this reference the entire gate process will be handled at the truck entrance gate, meaning driver can remain in his cabin, saving an additional 10 minutes per truck visit. In Portbase Hinterland Container Notification (HCN), the haulier has to give an estimated time of arrival at the terminal. At this stage, RST will not implement a timeslot system. The TAR code will be valid for 10 days.

From the 4th of August, the gate process will be as follows:

1. Haulier to pre-announce all delivery and pick-up containers via Portbase HCN (obligation already in place).
2. RST will directly respond via HCN with a TAR code and detailed feedback about the pre-announcement. Please note: Only one TAR code is applicable per visit. If the visit consists of multiple containers, these should be combined using one TAR code. There is only the possibility to insert one TAR code per visit at the gate.
3. Haulier to check Portbase for TAR and feedback. Note: Haulier should only visit RST if status is 'Accepted'.
4. Driver arrives at RST pre-gate.
5. At the first pedestal (security in) the driver has to scan his cargo card, do his finger vein and fill in his TAR code. This will be validated by the RST system:
 - a. If OK: Driver gets his route ticket and can proceed to the terminal.
 - b. If not OK – error: Driver has to park his truck and proceed per current self service/manned desk.

To ensure a smooth transition to the new procedures, RST will have a dedicated team on-site in the first week (from Wednesday August 4th 2021 until Tuesday August 10th). A detailed instruction for your drivers will be shared on short notice.

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

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