

Rotterdam, 30 August 2018

To: All Shipping lines, Agents, Transporters and Freight Forwarders using Uniport Multipurpose Terminals B.V. (Uniport)

Subject: **Date of go-live new Terminal Operating System at Uniport (26-27-28 October 2018)**

Correspondence address

PO Box 54590  
3008 KB Rotterdam  
The Netherlands

Pier 5, 6, & 7 Waalhaven  
Portnumber 2530

Phone +31 (0)10 - 299 60 60  
Fax +31 (0)10 - 429 35 62

IBAN NL 44 ABNA 048 733 4752  
VAT NL 007131276 B01

Traderegister Rotterdam nr.24152940

Dear Reader,

Uniport is currently in the final stages of developing a new Terminal Operating System (TOS). This new system will replace our existing administrative -and planning tools, which are running towards their end of life.

This letter is firstly intended to announce that a date has been set for the weekend of the **27<sup>th</sup> and 28<sup>th</sup> of October 2018** to go-live with the new built software.

Secondly via this letter you are herewith informed on the impact the go-live has on operations at Uniport during the weekend of the go-live date. A significant change in hardware and software like described cannot be executed in a running operation. A full shutdown period of all Uniport services and locations is therefore required.

### 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 Uniport Services.

## What does this mean for you?:

- No Vessel handlings between Friday the 26<sup>th</sup> of October 2018 20:00 hrs. until Sunday the 28<sup>th</sup> of October 12.00 hrs.;
- No Truck handlings between Friday the 26<sup>th</sup> of October 2018 20:00 hrs. until Monday the 29<sup>th</sup> of October 07:00 hrs.;
- No Barge handlings between Friday the 26<sup>th</sup> of October 2018 20:00 hrs. until Monday the 29<sup>th</sup> of October 12:00 hrs.;
- No Other handlings between Friday the 26<sup>th</sup> of October 2018 20:00 hrs. until Monday the 29<sup>th</sup> of October 12:00 hrs.;
  - This includes general cargo handling, stuffing and stripping activities, customs scans, etc.
- No possibility to visit the Uniport site unannounced between Friday the 26<sup>th</sup> of October 2018 20:00 hrs. until Monday the 29<sup>th</sup> of 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 Uniport operations management to cope with situation in case of emergencies or possible cargo damage.

## What is changed after the reopening of Uniport on the 29<sup>th</sup> of October 2018?:

- Uniport will have a full Portbase connection including the following services (detailed information to follow);
  - MID
  - MED
  - Road planning
  - Barge planning
- Ship;
- Loading;
  - 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 optical recognition portals;
- New billing system;
- New EDI portal (detailed communication to follow).

We are confident that Uniport will be able to reopen her doors with improved services and efficiency after the switch to our new TOS. Uniport has brought in an experienced team supporting the Uniport 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 Uniport 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,

Uniport Management

Specific contacts:

Operational Support	Mr. Wolfert Jumelet <a href="mailto:wolfert.jumelet@uniport.nl">wolfert.jumelet@uniport.nl</a> +31 (0)6 20957450
Commercial support	Mr. Olle Antheunis <a href="mailto:olle.antheunis@uniport.nl">olle.antheunis@uniport.nl</a> +31 (0)6 23022179
Technical Support	Mr. Cees van Pelt <a href="mailto:C.vPelt@rstbv.nl">C.vPelt@rstbv.nl</a> +31 (0)6 53850256
IT Support	Mr. Maarten de Vries <a href="mailto:M.dVries@rstbv.nl">M.dVries@rstbv.nl</a> +31 (0)6 13503766