



Rotterdam, 04 April 2022

**To:** All Rail Operators, Transporters, Railway Company's and City-Terminal Company's connected with Rail Service Center Rotterdam BV.

**Subject:** GO-Live new Terminal Operating System Rail Service Center Rotterdam BV.

Dear reader,

Rail Service Center Rotterdam BV is currently in the final stages of implementing a new Terminal Operating System, this new system will replace the existing Terminal Operating System.

This letter is firstly intended to announce that a date has been set for the weekend of the 23th and 24th of April 2022 to go-live with the new system. Secondly you are herewith informed on the impact the go-live has on operations at the terminal during this period and after.

A significant change in hardware and software like described cannot be executed in a running operation. A full shutdown period of all services is therefore required. During this weekend, Rail Service Center Rotterdam BV will not be operational according to the usual opening times.

#### **What is going to happen during this weekend?**

1. Full operational shutdown on Saturday 23th of April 21h00;
2. Data migration between old and new TOS;
3. Technical start-up of the new TOS on Sunday 24th of April;
4. Migration check;
5. Full test scenario run on train, truck and internal/external transport processes;
6. Full check of all external TOS connections such as EDI and RST-interface;
7. Phased reengagement of all Rail Service Center Rotterdam BV on Monday 25th of April 07h00.

#### **What does this mean for you?**

- between Saturday 23th April 21h00 until Monday 25th April 09h00.
  - No Train handlings
  - No Truck handlings
  - No Internal/External transport
  - No Other handlings or services
  - No possibility to visit the Rail Service Center Rotterdam BV site unannounced
    - 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 operations management in case of emergencies and/or possible cargo damage.



We are confident that Rail Service Center Rotterdam BV will be able to continue their services with in a more efficient manner, after implementing the new TOS. A team with internal and external experts is teamed up to manage the Go-live processes.

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,

TOS-implication Team

**Contacts:**

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