

Date: 28 May 2015

To: All General Cargo & RORO Shipping Agents

## Subject: (TOS) Requirement on General Cargo & RORO Discharge List

Dear Valued Customer,

Abu Dhabi Ports would like to take this opportunity to thank you our valued customer for your on-going support.

We are pleased to announce the official launch of Abu Dhabi Ports new Terminal Operating System (TOS). The system will be implemented for both General Cargo and Ro-Ro vessels in Mina Zayed on the 1<sup>st</sup> July 2015 shortly followed by Khalifa Port on the 1<sup>st</sup> August 2015. The system will offer importers, shipping and clearing agent's real time information at any time of the day. It will also enhance the clearance process and procedures going forward.

Accordingly, we would like to request your cooperation to provide us the following information as indicated in the attached discharge list. It is also important to note that as previously communicated the customer level training sessions will commence on June  $1^{\rm st}$  2015.

From July 1<sup>st</sup> 2015 onwards it will be compulsory to submit the discharge list 24 hours prior to vessel arrival for Mina Zayed and for Khalifa Port with effect August 1<sup>st</sup> 2015.

Once again thank you for your time and we look forward to your support and cooperation during the implementation of the new Terminal Operating System.

If you require any further clarification and or assistance, please feel free to contact the customer service team on email: <a href="mailto:customercare@adpc.ae">customercare@adpc.ae</a> or telephone number 02/6952026 /6952870

For Abu Dhabi Ports

Julian Skyrme

**Commercial Director - Ports**