



NOTICE TO CUSTOMERS

Pre- Receiving Advices

Dear 1-STOP Customer,

Over the last week you would have noticed an increase in the time it has taken for you to get a PRA response back from our system. Some of these responses took up to six hours to be returned back to the PRA sender.

We sincerely apologise for the inconvenience caused by these delays.

There was a combination of extraordinary events that caused the delays. These included - Stevedore's email and networks having problems that caused large batches of responses (APERAKs) being returned to 1-Stop by the stevedores when their systems came back up which caused the 1-Stop message queues to be flooded. Technical glitches at 1-STOP that caused processing delays that were exacerbated by a huge surge in the volume of PRA and hence response messages. This was further complicated by the number of replacement PRA due to input errors by users adding another 20% to the volume.

Never the less, we have reacted quickly to the ever-changing environment and we have implemented the following measures to improve the turnaround time of PRA's.

- Additional messages queues to speed up message processing and improved monitoring of these queues.
- Fine-tuned the existing hardware to improve performance.
- We are adding 2 new and faster CPUs as well as other hardware to improve capacity and availability.
- Improving the communications transport mechanism to the stevedores allowing us to by-pass their email servers.
- 1-Stop web users for PRA's will see a more extensive check of the business rules so that PRA's are checked prior to sending to the terminals. We hope to have this in place by late September or early October. PRA's sent via Edi will have to wait until later this year for this service.
- In an effort to assist customers even avoid the problem of PRA rejections, the stevedores, Shipping Australia and 1-STOP will publish a new rationalized list of codes.

1-STOP, in conjunction with the Patrick and P&O Ports, will shortly publish a PRA Business Continuity Plan. This will fully explain what contingencies industry will need to implement in the unlikely event that the electronic methods are unavailable.

Again we apologise for the inconvenience experienced this week and we are confident that the worst of the problems are now behind us and we can look forward to no, or at least very little disruption to PRA's from now.

Yours Faithfully,

Peter Kosmina

Chief Executive