



Business Continuity Plan

Following discussion between Shipping Australia, P&O Ports, Patrick Stevedores and 1-STOP the following contingency plans have been agreed for instances where electronic PRA's can not be processed due to systems problems at Patrick's, P&O or 1-STOP.

SCENARIO 1

TERMINAL / SITE SYSTEM DISABLED - terminal not operating, gates closed and unable to process PRA's - No manual workaround

- CTO to advise 1-STOP that site operating system is out and anticipated outage time.
- 1-STOP to advise users that PRA's can still be lodged but not processed and to expect delays with responses.

SCENARIO 2

TERMINAL EDI PROCESSING SYSTEM IS DISABLED BUT 1-STOP STILL WORKING - terminal can't receive PRA's or send Aperaks (responses) but terminals still working - Manual workaround

- CTO to advise 1-STOP that system is out and anticipated outage time.
- If less than 2 hours 1-STOP will advise clients to expect delays.
- If greater than 2 hours the terminal declares an outage and advises 1-STOP and the terminals affected.
- Terminal invokes BCP and prepare to accept paper ERA's.
- 1-STOP advises client that terminal has declared an outage and that the terminal will accept paper ERA's for any container with a valid VBS time slot during the outage period.

SCENARIO 3

1-STOP EDI PROCESSING SYSTEM IS DISABLED - 1-STOP can't send PRA's to terminals or accept Aperaks (responses) from terminals - Manual workaround

- 1-STOP to advise CTO that system is out and anticipated outage time.
- If less than 2 hours, 1-STOP will advise clients to expect delays.
- If greater than 2 hours, 1-STOP declares an outage and advises terminals affected.
- Terminal invokes BCP and prepare to accept paper ERA's.
- 1-STOP advises client an outage has been declared and that the terminals will accept paper ERA's for any container with a valid VBS time slot during the outage period.

In all cases an outage must be declared and advised before paper will be accepted.

Minor delays to response time will not be considered an outage.

Customers must have their own contingency plans to cover outages in your own internal systems, including Internet Service Provider down time.

For further enquiries please contact Customer Service on 1300 881055 or helpdesk@1-stop.biz