

**[UPDATE 1]: Terminal Operating System (TOS) Upgrade at Saudi Global Ports – Terminal 2**

Dear Valued Customers,

1. We refer to the Industry Advisory sent out on 17 February 2025 on Saudi Global Ports upgrade of our Terminal Operating System (TOS) to enhance the quality and efficiency of our services.
2. The downtime scheduled for the upgrade has been changed to **21 February 2025**:
  - Start: 21 February 2025 at 0800 hrs (Arabian Standard Time, GMT +3)
  - End: 21 February 2025 at 2200 hrs (Arabian Standard Time, GMT +3)

**Impact on Services at Saudi Global Ports – Terminal 2**

3. During the upgrade period, there could be temporary disruptions to certain terminal operations, and we seek your support and understanding.
4. Please note the following:
  - (i) Vessel and Yard Operations
    - a) Ongoing vessel operations will be completed before the start of TOS migration on 21 February 2025 at 0400 hrs.
    - b) Berthing and vessels operations will be suspended during TOS migration and will re-start on 21 February 2025 at 2359 hrs. SGP will provide update on any further change in timings.
    - c) During the migration period, yard operations would also be limited.
  - (ii) No import and export deliveries during the downtime.
  - (iii) All train operations will be diverted to Terminal 1 during the downtime.
  - (iv) Suspension of auto-reports for container tracking and monitoring.
  - (v) Suspension of EDI reports.

## Support and Assistance

5. During the TOS cut-over period, our Customer Support Team will be available 24/7 to assist you with any issues or concerns. Please reach out to [sgpc-tosupport@globalpsa.com](mailto:sgpc-tosupport@globalpsa.com) or our hotline at +966 13 5103918.
6. Please be assured that we have taken measures to minimize any disruptions that may occur during the transition and will endeavor to ensure a smooth transition. We appreciate your understanding and cooperation as we work towards enhancing our terminal operations to serve the industry better.

Thank you for your continued support.

Always Alongside,  
Saudi Global Ports

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