

Introduction

In this second edition of the Cosmos Newsletter, we aim to provide further information on the progress of the CSR project and to update you on the developments to the existing TOS. We would also like to take this opportunity to wish you a successful 2012.

Cosmos and your IT providers

We are aware that your terminal has a number of IT partners. To Cosmos, ensuring the compatibility of our applications with those of your other partners is of primary importance.

In that respect, Cosmos can confirm that the latest versions of our applications are compatible with **Windows 7 & V6R1 OS**.

So, if you plan on introducing Windows 7 or upgrading your AS400, please make sure you contact your Cosmos account manager David Godfrey. He will assist you in determining if an upgrade of your Cosmos TOS is required.

Committed to your terminal

As always, Cosmos is committed to supporting your terminal. Therefore, our core focus remains:

- ✓ Supporting your terminal with issue-resolution via the Cosmos support desk.
- ✓ Changes to the Cosmos applications will be progressed on a case-by-case basis. All change requests should be directed to the Cosmos support desk.
- ✓ Upgrades to your TOS will be performed upon request or when necessary.

A Message from the Cosmos GM

*"Cosmos remains committed to delivering a TOS that will meet your **current and future** requirements.*

*With the **promise of the advances offered by the CSR project**, Cosmos is pleased with the progress to date.*

*Of course, we must also look to **the present**. 2012 is expected to be a challenging year for the world economy, with the terminal industry on the front line.*

*At Cosmos we will continue to focus on **customer support** during this difficult period."*

Johan Vandewalle

CSR Project Update

The CSR project's application design & build comprises 2 phases. Here is an update on **Phase 1, the new CTCS**:

- ✓ The analysis of the operational requirements of CSR Phase 1 is complete.
- ✓ The CSR team have documented the functionality that will be present in CSR Phase 1.
- ✓ A first pilot was performed to establish the design methodology and technology for the new software.
- ✓ A second pilot is underway, elaborating further on the choices in user interface design and technology.
- ✓ These pilots will establish the design and coding guidelines for the entire CTCS replacement.

The next stage in this first phase will be to code and build the software.

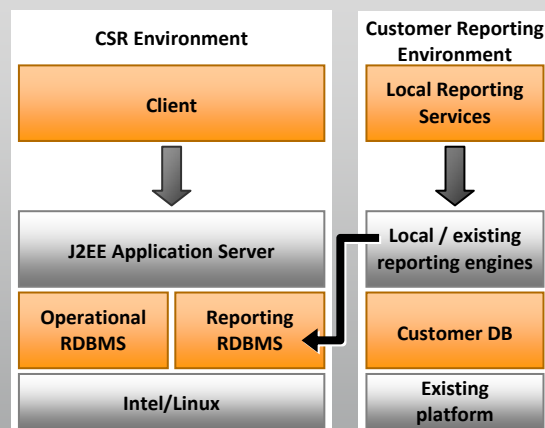
For any questions about CSR, visit the CSR FAQ on the Cosmos website or contact your account manager.

CSR Team

CSR Commonly Asked Questions

Q: What is the **technical architecture** of CSR?

Q: Can I integrate my preferred and existing **reporting environment** into CSR?



- ✓ The final system will have all modules, including SHIPS, SPACE & BAS, in one integrated environment.
- ✓ By providing access to information via defined interfaces, CSR will leave the choice of reporting tools entirely up to you.

