AAT Cargo Management System Upgrade to AAT COSYS+

Frequently Asked Questions (FAQ)

A. About AAT COSYS+

1. What is AAT COSYS+?

➢ AAT COSYS+ is built upon the same system platform as our parent company, SATS, and the group's joint ventures across the globe. AAT COSYS+ integrates our suite of current systems, including CMS3, AIMS, TCS and mobile Apps, into a single cargo portal and a convenient mobile App. This upgrade not only improves efficiency and streamlines operations but also enhances the user experience and provides robust cybersecurity measures.

System integration summary:

Current System	After System Upgrade
(i) Cargo Management System (CMS)	Integrated under AAT COSYS+
(ii) Truck Control System (TCS)	
(iii) AAT Internet Management System (AIMS)	Integrated under AAT COSYS+ Cargo Portal
(iv) AAT Mobile App: AAT Mobile	Integrated under AAT COSYS+ Mobile App
(v) AAT Mobile App: AAT Mobile Plus	

2. What are the benefits of the AAT COSYS+ ?

➢ AAT COSYS+ is designed to enhance overall operational efficiency and cybersecurity, featuring a user-friendly interface that simplifies cargo handling processes and improves the overall user experience. The key features and benefits of COSYS+ include:

1. **Cloud-based security and reliability**: AAT COSYS+ operates on a secure cloud-based platform, offering improved cybersecurity and efficient data reconciliation. The platform also provides 24/7 technical support, ensuring a stable system and prompt assistance for users.

2. **Enhanced cybersecurity:** AAT COSYS+ implements a login authentication process with 2-Factor-Authentication (2FA) enabled to further enhance cybersecurity. A One-Time-Password (OTP) will be sent to the registered email address during login to the Cargo Portal and Mobile App.

3. **Integrated single platform and mobile App:** AAT COSYS+ provides a convenient one-stop shop solution through its integrated single web portal and mobile App, facilitating streamlined processes and delivering better user experience.

4. **Enhanced features and functionalities**: AAT COSYS+ offer an array of enhanced features such as consolidated screens, improved data traceability and intuitive navigation. Users can efficiently manage their operation processes.

5. **User-friendly interface:** AAT COSYS+ provides users with an intuitive interface to enhance user experience. It offers features such as expanding search bars for quick access, a "My Favourite" feature to save frequently used functions, and a search bar that provides direct

access to functions for easy navigation. The interface is also optimized with tabs and buttons to improve space utilization and visibility on informative screens.

6. **Synergy and Improved Functionality**: AAT COSYS+ leverages a shared platform with SATS joint ventures across the globe, resulting in enhanced system functionality and an enriched user experience. This collaborative approach brings added value to customers by incorporating best practices and solutions from different ventures.

3. What are the system requirements for AAT COSYS+?

➢ To ensure compatibility with AAT COSYS+, it is essential that user's equipment and software meet the following requirements:

Item	Requirements
Desktop/Laptop	Web Browser Chrome / Edge Chromium (Version 90), Resolution 1920 x 1080, Windows 10, 8 GB RAM, 15 GB Storage
Mobile App	Android 5.1 or higher, iOS 11 or higher

B. About System Cutover

4. When is the system cutover date and time?

➢ The upgrade will be conducted from 00:00HRS TO 08:00HRS on 22 JUL 2024 (Mon, HK time). During this period, our systems will be temporarily unavailable, related handling processes will be carried out manually and you may experience temporary service interruptions.

5. How do I know when the system upgrade is completed?

➢ Announcement will be made through email and website once the system upgrade is completed.

C. System Data and Login

6. Will the old CMS/AIMS data be available in the new system?

➢ In response to valuable customer feedback requesting access to a longer period of historical transaction data, we are pleased to announce that after system migration, users will still be able to access AIMS for related functions to inquire about historical data records in read-only mode using their current login credentials until 30 Sept 2024. Users who intend to retain data records from the current system are strongly advised to make necessary arrangement for a data backup. Meanwhile, transactional data of CMS3 and AIMS from 1 Jul 2024 onwards will be migrated to the AAT COSYS+ platform.

7. Can I use the current login for AAT COSYS+ Cargo Portal?

➢ Yes, all user profiles and login details from CMS/AIMS will be securely migrated to AAT COSYS+. As part of the enhanced cybersecurity measures, a new login process with 2-Factor Authentication (2FA) will be implemented. Users will receive *a One-Time Password (OTP) via the registered email address during login to AAT COSYS+ Cargo Portal and AAT COSYS+ Mobile App, <u>including the first login</u>. To ensure a seamless transition, it is essential that all users, including Administrators and Sub-Users, update their email information in AIMS by 18:00HRS on July 21, 2024 (HK time).* To update your user profile, please log into AIMS and go to "Admin > Company Profile".

Upon the completion of the system upgrade on 22 Jul 2024, users can access AAT COSYS+ through the following methods: AAT COSYS+ Cargo Portal and AAT COSYS+ Mobile App shares the same set of login credentials.

AAT COSYS+ Cargo Portal	AAT COSYS+ Mobile App
https://cargo.aat.com.hk/ 	 Available for download from Apple App Store or Google Play Store

8. What if I forget my login/password?

➢ If you forget <u>your password</u> for AAT COSYS+ Cargo Portal or AAT COSYS+ Mobile App, follow these steps for password recovery:
1. Go to the cargo portal or app and click on "Login"
2. Select "Forgot Password" and enter your Registered Email Address and Login ID
3. You will receive a One-Time Password (OTP) via the Registered Email. Enter the OTP and press "Submit"
4. OTP for Forgot Password will be sent to the Registered Email
5. Use the OTP received and your Login ID to log in
6. You will receive another OTP via email or SMS (depending on the method of your registration)
7. Reset your password after logging in with the OTP

➢ If you are an Administrator and have forgotten <u>your Login ID</u>, please contact our Technical Support team at +852 2949 7712 or itsupport@aat.com.hk. However, if you are a Sub-User and have forgotten your Login ID, please contact our Technical Support team through the Administrator account in order to verify your identity.

9. What if my account is locked due to incorrect login/ password entries?

➢ Your account will be locked after 5 unsuccessful login attempts for security purpose. To regain access, you can use the "Forgot Password" option in the AAT COSYS+ Cargo Portal or AAT COSYS+ Mobile App. Please refer to Question 8 above for details.

D. Cargo & Document Handling During System Cutover

During the system upgrade **from 00:00HRS to 08:00HRS on 22 JUL 2024 (Mon, HK time),** manual handling processes will be implemented and there may be temporary service interruptions. We have taken several arrangements to minimize the impact and appreciate terminal users' cooperation in planning their activities below accordingly.

(D1) EXPORT CARGO

a. Agents should arrange below activities before respective timeline for export cargo booked on **flights with STD scheduled before 12:00HRS on 22 Jul (Mon, HK time)**:

	Activities	Timeline (all in HK time)
1	**Empty ULD Handling**	Service remains available
2	mRCL Pre-declaration (Bulk/Prepacked)	Submit before Cargo Acceptance
3	**Cargo Acceptance**	
	• Bulk	Tender cargo before 15:00HRS on 21 Jul (Sun)
	• Prepacked	Tender cargo before 17:00HRS on 21 Jul (Sun)
4	**Cargo Document**	
	• Bulk	Tender document before 16:00HRS on 21 Jul (Sun)
	• Prepacked	Tender document before 18:00HRS on 21 Jul (Sun)
5	**EDI**	
	• via AIMS	Submit the HAWB data before tendering the document
	• via other cargo community system (CCS) platform	Service remains available, any EDI messages received during the system upgrading period will be queued for processing once the system has resumed.

Remarks: For special cargo arrangement, please contact us at (852) 3187 6288.

b. For cargo tender to AAT during the system upgrading period, please complete and submit the following paper forms along with the export cargo. The forms are available at AAT website: https://www.aat.com.hk/en/download-forms.

1) Declaration of Export Consignment (Bulk/ Prepacked); and
2) The Security Transportation Pre-Declaration Manual Form.

(D2) IMPORT CARGO

Agent should arrange below activities accordingly for import cargo:

	Activities	Timeline (all in HK time)
1	**Import Cargo Collection**	Service remains available, but manual handling commences from 21:00HRS on 21 Jul (Sun) and you may experience temporary service interruption
2	**EDI**	
	• via AIMS	Submit HAWB data before 23:00HRS on 21 Jul (Sun)
	• via other cargo community system (CCS) platform	Service remains available. Any EDI messages received during the system upgrading period will be queued for processing once the system has resumed.
3	**Customs Clearance Queuing System**	Queuing in person at the Customs Hall

Remarks: For special cargo arrangement, please contact us at (852) 3187 6288.

(D3) TRUCK FLOW

Throughout the system upgrade process, manual management will be implemented to truck dock allocation. Please follow the directions of the security staff for truck parking.

(D4) PAYMENT METHOD

For agents without an AAT Credit Facility Account, we will only accept the following payment methods for the activities listed below within the respective timeline:

	Activities	Payment Method	Timeline (all in HK time)
1	For cargo collection	Company Cheques / Cash	From 21:00HRS on 21 Jul (Sun) until the completion of system upgrade
2	For Agent Facilitation Services (AFS) and any other services		From 23:30HRS on 21 Jul (Sun) until the completion of system upgrade
3	Truck related charges	Octopus Card	

E. Truck Control System – i-Pass replaced by ALPR

9. What are the differences between the old and new Truck Control System (TCS)?

➢ The AAT Truck Control System will be seamlessly integrated with AAT COSYS+ as part of a system upgrade and enhanced with the Automatic License Plate Recognition (ALPR) technology. This latest technology captures license plate images for vehicle identification, replacing the Radio Frequency Identification (RFID) technology. After the system migration, the physical i-Pass will no longer be used in AAT.

10. What should I do with my current i-Pass?

➢ Under the new system, physical i-Pass will no longer be used in AAT, and it is not required to return it to AAT. AAT will not be responsible for any matters including but not limited to maintenance, replacement or application.

11. Do I need to re-register my vehicles for new TCS?

➢ Current permanent i-Pass holders will be automatically transferred to "Registered Vehicle" status and re-registration is not required. Users who previously accessed AAT with a single i-pass will be categorized as "Non-Registered Vehicle". These users are required to apply for a Single-Entry Application and pay the associated fee.

12. How can I register my vehicle as a "Registered Vehicle"?

➢ Vehicle with a record of six trips within three consecutive months are eligible to apply for "Registered Vehicle" status by submitting "Registered Vehicle Application Form" to Facility Management Office. The form is available at https://www.aat.com.hk/en/download-forms.

F. User Guides

➢ For system user guides, please visit AAT website via the follow link:
   https://www.aat.com.hk/en/user-guide

G. Contact Points

➢ For enquiries, please contact our dedicated support team below:

- For cargo handling related: (852) 3187-6288
- For technical support related: (852) 2949-7712 or email to itsupport@aat.com.hk
- For vehicle access related: (852) 2949-7700

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