Information

"Digitization is on track"
What's new on the TSA terminals

Dear Ladies and Gentlemen,

Dear customers,

We are very pleased to be able to give you an update today on the planned innovations on our terminals. As announced in our Christmas greetings, we are moving forward with our digitalization offensive. At the Terminal Wien Süd, we will complete the installation of the video gates in the road and rail areas by the end of April. Furthermore, we will start with the authorization cards at the end of the second quarter as planned.

In order to make the introduction of the authorization card system as simple as possible, we would like to ask for your cooperation. With this letter you will receive a form with which we ask you for some brief information. You will find details on the next page. The information we collect with this form is necessary for us to take the next steps in the roll-out - for you it is very little effort.

On the next page you will learn more about the introduction of this system and the changes to the processes on our terminals.

This is a big step in our digitalization offensive. We look forward to taking it together with you and will continue to inform you regularly about our further activities.

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Form

We use the form you receive with this letter to survey all trucking companies that make deliveries and collections for you at our terminals. The form is simple and self-explanatory. It is used for the initial survey. If trucking companies change during the year, for example if you conclude new contracts or end the cooperation, please also send us the form during the year. This way we can implement these changes in our systems. If you have any further questions, please send them directly to terminal@oebb.at.

As soon as you have sent us the information, we will contact the trucking companies and send them the authorization cards. The authorization cards authorize truck drivers to deliver and pick up loads at any TSA terminal on behalf of your company. We will clarify all details regarding the issue, activation, and handling of the authorization cards directly with these trucking companies.

Please respond quickly and in a timely manner so that we can continue to ensure smooth operations at our terminals.

Details of the innovations

Here again is a brief overview of the planned innovations:

Video gates – road and rail
By installing video gates in the lorry entry and exit areas, we will be able to record and document all entries into the terminals. This increases safety at the terminal and enables us to provide information very quickly in the event of damage complaints. Here again is a brief overview of the planned innovations:

Authorization cards for kiosk and barrier system
For even more security and faster processing, we are introducing so-called authorisation cards. After written approval by you, the person authorised to dispose of the loading units, each truck receives an authorisation card that identifies the vehicle and the person authorised to dispose of it and legitimises the collection of the loading units.

Planning & implementation
So that we can work with you to take advantage of all the possibilities offered by these new systems, we are already providing you with comprehensive information on planning and implementation. You will find these details on our Homepage.

You have further questions?
If you have any further questions, please contact the usual contact persons in our sales team at terminal@oebb.at. You can also contact one of our terminals directly. Our staff is well informed and will be happy to provide you with advice and assistance. In addition, we provide up-to-date information here: Aktuelles Terminals - ÖBB-Infrastruktur AG (oebb.at).

THANK YOU VERY MUCH!