

DURBAN

GATEWAY TERMINAL

12 August 2026

IMPORTANT NAVIS N4 COMMUNICATION: 3 DAYS PRIOR TO GO-LIVE

Dear Valued Customer,

As we approach the NAVIS N4 go-live on **15 August 2026 at 18h00**, we would like to provide the following important update for all users.

1. User Registration Status

All users requiring access to the new NAVIS N4 platform must be registered. The registration team at N4Accounts@dgt.ictsi.com is actively working through all registration submissions received. Customers who have already submitted their registration forms to this email address can expect their registrations to be processed during the course of this week, with access details issued accordingly.

The call centre for registration support will be available from Friday 14 August 2026 (manned 8am-16pm on Friday/Saturday and then 24 hours a day from Sunday 16 August 2026).

The call centre number: 031 361 6672

Email: N4Accounts@dgt.ictsi.com

Registration activities will also continue after go-live, and customers who have not yet registered may continue to submit applications following 15 August 2026.

2. Operational Focus Prior to Go-Live

DGT is currently focused on completing the execution of all vessels scheduled prior to go-live. This is a critical requirement to support a successful transition between the existing terminal operating system and the new NAVIS N4 platform.

Maximum resources are being allocated to ensure vessel operations are completed before cutover. While every effort is being made to maintain service levels, **landside operations may experience delays during this period** as resources are prioritised towards completing all required vessels.

Any stack extensions or additional collection arrangements for transporters will be proactively communicated. We respectfully request shipping lines to note these operational measures we are implementing, as the successful implementation of the transition to the new system is in the collective interest of all stakeholders.

Durban Gateway Terminal (PTY) LTD.

Transnet Port Terminals, Container Terminals Pier 2
Langeberg Road, Bayhead, Durban, Kwa-Zulu Natal 4001

CIPC Registration Number: 2025 / 929823 / 07

Postal Address: P.O. Box 41450 Rossburgh, Durban, Kwa-Zulu Natal 4072

3. NAVIS N4 System Access

The NAVIS N4 link is available on the homepage of the DGT ICTSI website. Alternatively, customers may access the system directly using the link below:

<https://n4dgt.ictsi.net/apex/n4.zul>

A fully resourced Help Desk will be available 24 hours a day, 7 days a week, commencing 15 August 2026.

Customers requiring assistance with user access, interfaces, testing coordination, operational queries, or issue resolution are encouraged to contact the Hypercare Team using the details below.

Hypercare Contact Details

Email Address

n4hypercare@dgt.ictsi.com

Contact Numbers

031 361 6599 – Gates and Appointments

031 361 1592 – Gates and Appointments

031 361 6582 – Yard Operations

031 361 6626 – Vessel and Rail Operations

The Hypercare support structure will remain in place until 31 August 2026, after which customers will be requested to engage directly with the relevant operational planning departments for ongoing support.

Further communication will be issued immediately following go-live, providing customers with an update on both operational performance and the status of the NAVIS N4 platform, including any relevant service advisories, stabilisation activities, and operational arrangements.

We appreciate your continued cooperation and support as we work towards a successful NAVIS N4 implementation.

Yours sincerely,



Grant Bahlmann

Chief Commercial Officer

Durban Gateway Terminal