

DURBAN

GATEWAY TERMINAL

19 August 2026

INTRODUCING ICTSI RADAR APPLICATION FOR DURBAN GATEWAY TERMINAL

Dear Valued Customer,

As part of our commitment to providing enhanced digital services, improved transparency, and greater visibility of cargo movements, we are pleased to introduce ICTSI RADAR Application, our new customer self-service platform designed to keep you informed about your shipments anytime and anywhere.

ICTSI RADAR is a redesigned transparency tool that provides real-time information and updates on terminal transactions, allowing customers to stay connected to their cargo, trucks, and vessel activities through a modern, user-friendly web and mobile application.

Why Use ICTSI RADAR?

ICTSI RADAR has been developed to give customers greater control, visibility, and convenience when managing cargo movements and terminal interactions. Key Benefits for you:

1. Real-Time Transparency

- Gain instant visibility into terminal transactions and shipment milestones.
- Monitor important cargo events as they happen.
- Reduce uncertainty and improve planning.

2. Staying Informed

- Receive the latest terminal advisories and operational updates.
- Get notified of shipment status changes and milestone completions.
- Stay aware of planned maintenance and operational announcements.

3. Mobile Accessibility

- Access shipment information anytime, anywhere.
- Receive push notifications directly on your mobile device.
- Stay connected while on the move.

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

4. Improved Customer Experience

- Intuitive and easy-to-use interface.
- Simplified navigation and transaction tracking.
- Faster access to the information you need.

Key Features include:

1. Container Tracking: Monitor your containers throughout their terminal journey by accessing:

- Container status and movement milestones
- Import and export shipment information
- Hold and release status updates
- Special service information where applicable

2. Truck Tracking

Track truck transactions from:

- Gate-in
- Container mounting or dismounting
- Terminal movements
- Gate-out completion

Users can also review truck transaction history directly within the platform.

3. Vessel Schedule Visibility

Access:

- Vessel schedules
- Past and future vessel visits
- Vessel movement information
- Vessel-specific operational details

4. Watchlists and Event Notifications

One of the most powerful features of ICTSI RADAR is the ability to create personalised watchlists.

You can add:

- Containers
- Trucks
- Vessels

Once added, you will automatically receive push notifications whenever key shipment milestones occur, allowing you to proactively manage your logistics operations.

5. Terminal Advisories

- Terminal announcements; advisories; operational notices
- System maintenance notifications

How to Register: Getting started is quick and easy. Visit: <https://radar.ictsi.com>

or download the ICTSI RADAR mobile application from the Apple App Store or Google Play Store.

The main User Guides is attached to this letter. Further instructional materials and quick-reference resources will be made available to assist you with registration and use of the platform. These will continue to be shared to all users. All training material will also be available on the DGT website: www.dgt.ictsi.com (Navigate to: Terminal Updates > ICTSI RADAR User Guides)

We are pleased to offer ICTSI RADAR to our customers free of charge during the current rollout phase. This value-added platform reflects our ongoing investment in customer service and digital innovation, allowing users to experience its full benefits while we continue to expand and enhance its capabilities. DGT look forward to providing you with greater visibility, faster access to information, and an enhanced customer experience.

Yours sincerely,



Grant Bahlmann

Chief Commercial Officer

Durban Gateway Terminal