

Meeting Notes

WEBINAR 1: Transporters - Durban Gateway Terminal (DGT) NAVIS 4.0 Customer Engagement

Date: 28 July 2026

Facilitator: Timothy Keit

Presenters: Uzair Bayat (Head of IT), Yvonne Henery (Gates & Landside Lead), DGT/ICTSI Team

Present: Approx 444 users (transporters)

Purpose of Meeting

To engage transporters on the upcoming transition from the current Transnet NAVIS Terminal Operating System (TOS) to DGT's independent NAVIS 4.0 platform, scheduled for go-live on **15 August 2026**.

Key Messages

1. NAVIS 4.0 Transition Overview

- DGT will move away from the Transnet-hosted NAVIS environment and operate its own independent NAVIS 4.0 system.
 - The new platform is:
 - Web-based (no Java ULC client required).
 - Accessible via desktop and mobile browsers.
 - More modern and user-friendly.
 - Independent from Transnet systems.
 - Existing Transnet NAVIS access will remain for Transnet terminals but **cannot be used for DGT transactions after go-live**.
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2. Go-Live Timeline

Milestone	Date
User registration opens	Immediately
User registration target completion	12 August 2026
Planned Go-Live	15 August 2026
HyperCare support period	First two weeks post go-live

Additional cutover details and operational timelines will be communicated closer to go-live.

3. User Registration Requirements

Mandatory Actions

All users must register for new DGT NAVIS access.

Registration Process

- Complete the **External User Access Control Form**.
- Select:
 - **New User**
 - **Transport Company**
 - **Appointments Access**
- Ensure company details match existing trucking company registration records.
- Obtain supervisor/manager approval.
- Submit form to:
N4Accounts@dgt.ictsi.com

Bulk User Registration

- Companies with more than 30 users may request bulk provisioning via the same email address.
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4. NAVIS 4.0 Functionality

Appointment Management

Transporters will continue to:

- Create appointments
- Edit appointments
- Cancel appointments
- View appointment history

Appointment Creation

Users must:

1. Select gate zone.
2. Select import/export transaction.

3. Enter container number or GIR code.
4. Select date and available slot.
5. Save appointment.

An appointment number is generated automatically.

5. New Gate Categories Introduced

Additional gate options include:

- COT Reefer Gate
- IMDG Gate
- OOG (Out of Gauge) Gate

Benefits:

- Improved operational control.
 - Dedicated processing for special cargo.
 - Driver slips will clearly identify cargo category.
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6. GIR (Group Import Release) Enhancements

New Process

For GIR appointments:

- Users enter only the GIR code.
- No need to specify container numbers.
- System allocates the best available container at pre-gate.

Important Considerations

- Drivers must accept the system-selected container.
 - Containers cannot be swapped under GIR processing.
 - Specific container requests require separate appointments.
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7. ICTSI Radar App

DGT is introducing the **ICTSI Radar App and Web Portal** for:

- Container tracking
- Truck status tracking

- Vessel schedules
- Unit status visibility

Note

The Radar App is **not** used for appointment creation.

Appointments remain on NAVIS Info.

The Radar App will be available from 15 August 2026

Operational Rules Confirmed

Appointment Slots

- Existing appointment processes remain unchanged.
 - Slots continue to open progressively as per current operating practice.
 - 30-minute grace period before appointment time remains.
 - 30-minute grace period after appointment time remains.
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Editing Appointments

Key Clarification

- Editing appointment details generates a **new appointment number**.
 - If only the container changes within the same slot and same tower, the slot can generally be retained.
 - If moving to another tower or area, slot availability rules apply.
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Cancellation Process

- Cancelled appointments cannot be reinstated.
 - New appointments must be created from scratch.
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Dual Transactions

No changes.

Drivers may:

- Deliver export cargo.
- Collect import cargo during the same visit.

Current dual transaction processes remain unchanged.

RFID Cards

Current:

- RFID cards
- BAT numbers

Will continue to work after go-live.

No immediate re-registration required.

Future migration may occur in a later phase.

Truck Registrations

Existing truck registrations will be migrated from the current Transnet system into the DGT environment.

Vessel Information Access

Users can access:

- Vessel visits
- Arrival/departure times
- Vessel status

View-only functionality remains available.

Support Model

HyperCare Support

Dedicated support team available from 12 August for go-live (15 August) and remain in place for at least 2 weeks.

Support covers:

- User access issues
- Appointment queries
- System defects
- Registration assistance

- Operational issues

Availability

- 24/7 during HyperCare period.
- Initially planned for two weeks but may be extended if required.

Contact details will be communicated before go-live.

CALL CENTRE EMAIL - n4hypercare@dgt.ictsi.com

CALL CENTRE CONTACT NUMBERS:

031 361 6599 - GATES AND APPOINTMENTS

031 361 1592 - GATES AND APPOINTMENTS

031 361 6582 - YARD

031 361 6626 - VESSEL AND RAIL

Questions & Answers

Question	Response
Will Pier 1 use this system?	No. Applies to DGT only.
Can one user manage multiple transport companies?	No. Separate user accounts are required per company.
Will pre-advice processes change?	Minimal changes. Process remains largely unchanged.
Can appointment slots be retained after editing?	Generally yes if within same slot/tower; otherwise slot availability applies.
Can appointment availability be refreshed?	Yes. Refresh function remains available.
Will ULC/Java NAVIS continue?	No. NAVIS is now fully web-based.
Can multiple NAVIS windows be opened?	No. However browser tabs can be duplicated.
Will reports showing assigned containers remain available?	Yes.

Question	Response
Will Community Portal remain available?	No. Use ICTSI Radar for tracking and tracing.
Are re-registrations mandatory?	Yes. All users must register on the DGT system.
Will truck registrations migrate automatically?	Yes.
Will dual transactions remain available?	Yes.
Will RFID cards continue working?	Yes.

Action Items

DGT

- Distribute meeting notes, presentation and registration forms (attached).
- Publish user guides and training material.

Transporters

- Complete user registration. (Ensure all users are registered before 15 August 2026.)
- Review training material when published.
- Download and familiarize themselves with ICTSI Radar.

Closing Remarks

DGT reiterated that the objective is to make the NAVIS 4.0 transition as seamless as possible while maintaining familiar appointment and operational processes. Early registration and active participation are strongly encouraged to ensure readiness for the **15 August 2026 go-live**.

Annexure: Action Required – Navis N4 TOS External User Access Registration

Dear Valued Customer / Stakeholder,

In preparation for the Durban Gateway Terminal (DGT) Navis N4 Terminal Operating System (TOS) Go-Live, currently scheduled for 15 August 2026, DGT is commencing the registration and provisioning of external user accounts.

The user registration process will begin immediately and will be conducted during normal office hours: Monday to Friday | 08:00 to 16:00 | Excluding Public Holidays

To ensure uninterrupted access to the Navis N4 platform at Go-Live, all organisations are requested to submit their user access requests as soon as possible and no later than 12 August 2026.

Required Action

1. Complete the attached Navis External User Access Control Form for each user requiring access.
2. Ensure the form is approved and signed by the appropriate authorised representative within your organisation.
3. Submit the completed form and any supporting documentation to:

N4Accounts@dgt.ictsi.com

Important Information for Trucking Companies

To ensure successful user provisioning, the Company Name provided on the access request form must exactly match the company name registered and used within the Transnet Navis TOS environment.

Requests containing company names that do not match the Transnet Navis TOS records may be delayed pending verification and correction.

Bulk User Provisioning

Organisations requiring access for more than 30 users are requested to send an email to N4Accounts@dgt.ictsi.com detailing the number of users requiring access and the organisation name.

A member of the DGT IT Team will contact you to arrange a suitable bulk user provisioning process.

Processing of Requests

- User accounts will only be created upon receipt of a fully completed and approved access request form.
- Incomplete or inaccurate submissions may be returned for correction.
- Access permissions will be assigned according to the user's business role and operational requirements.

DGT appreciates your cooperation and support in ensuring a successful transition to the Navis N4 Terminal Operating System.

For any questions relating to account registration or access provisioning, please contact:

N4Accounts@dgt.ictsi.com

Kind regards,

DGT IT Department

Navis N4 Access Administration

Durban Gateway Terminal (DGT)

N4Accounts@dgt.ictsi.com