

Meeting Notes

WEBINAR 2: Third Parties (Durban Gateway Terminal NAVIS 4.0 Customer Engagement)

Date: 29 July 2026

Time: 14:00 - 15:00

Platform: Microsoft Teams

Facilitator: Timothy Keit (Head of Business Development, Durban Gateway Terminal)

Attendees

Approximately 150 third-party stakeholders including:

- Freight Forwarders
- Depots
- Pack Houses
- Logistics Providers
- Shipping Line Representatives
- Other NAVIS Interface Users

Presenters

- **Timothy Keit** – Head of Business Development, DGT
- **Uzair Bayat** – Head of IT, DGT
- **Yvonne Henery** – Commercial & Operational Team, DGT

Purpose of the Session

To provide third parties with an overview of the upcoming transition to **NAVIS N4 (Version 4.0)** ahead of the planned **15 August 2026 Go-Live**, focusing specifically on:

- User registration
- Pre-advice functionality
- System navigation and training
- Testing requirements
- Implementation timelines

Key Updates

1. NAVIS N4 Migration

DGT is transitioning from Transnet-operated systems to an independent DGT-operated NAVIS N4 platform.

What is changing?

- Dedicated DGT NAVIS URL will replace the Transnet URL for DGT operations.
- All users must register for new DGT NAVIS credentials.
- DGT operations will run independently of Transnet systems.
- NAVIS N4 is a web-based platform accessible via:
 - Desktop browsers
 - Mobile devices

What remains unchanged?

- Other South African terminal systems remain on existing Transnet platforms.
 - RFID cards and BAT numbers remain unchanged and continue to be managed through Transnet Port Terminals.
 - Existing truck registrations will be migrated automatically.
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2. Registration Process

Mandatory Actions

All users must:

1. Download the DGT User Registration Form.
2. Complete and submit the form.
3. Email completed forms to: N4Accounts@dgt.ictsi.com

Registration Deadlines

- Registration should be completed as soon as possible.
- Target completion date: **12 August 2026**
- Planned Go-Live: **15 August 2026**

Bulk User Provisioning

Organizations with more than 30 users can request bulk-user provisioning through the same email address.

3. System Training Demonstration

Login Process

Users will:

- Use DGT-issued credentials.
- Access the NAVIS N4 portal.
- Reset passwords via the "Forgot Password" function.

User Interface Enhancements

NAVIS N4 includes:

- New visual layout.
 - Improved filtering capabilities.
 - Export functionality.
 - Favorite tabs feature.
 - Browser-based access without Java client requirements.
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4. Pre-Advice Process

Creation of Pre-Advice

Users navigate:

Gate → Gates → Pre-Advice → Pre-Advice DGT → Terminal Receive Export

Mandatory Data Fields

All highlighted (pink) fields are compulsory.

Required information includes:

- Container details
 - Equipment type
 - Shipping line
 - Gross weight
 - Vessel booking
 - Carrier mode
 - Seal number (now mandatory)
 - VGM information
 - SOLAS declaration
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5. Hazardous Cargo Processing

Users must:

- Select the relevant IMDG class.
- Enter associated UN number.
- Add required hazardous details.

Important Clarification

Multiple hazardous classes can be added against a single container.

6. Out of Gauge (OOG) Handling

Users must enter accurate:

- Top dimensions
- Front dimensions
- Rear dimensions
- Left dimensions
- Right dimensions

Critical Note

Incorrect OOG dimensions may lead to incorrect billing and THC calculations.

7. Viewing Container Information

Users can:

- Search individual containers.
- View status and container information.

Information available:

- Container number
- ISO type
- Category
- Status
- Position
- POD
- Inbound/Outbound status

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8. ICTSI Track & Trace Platform

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

Training material will be published on the DGT website.

Hypercare Support

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.

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

Stakeholder Questions & Responses

Major Discussion Point: Pre-Advice Cancellation

This was the most significant concern raised during the session.

Current Position

- Third parties cannot cancel pre-advice records.
- Cancellation must be performed by the shipping line.

Stakeholder Concerns

Industry representatives highlighted:

- After-hours operations challenges.
- Shipping line availability limitations.
- Risk of stack closure penalties.
- Cross-border delays impacting vessel cut-offs.
- Operational inefficiencies when corrections are required.

DGT Response

- DGT acknowledged the concern.
 - Feedback will be reviewed internally.
 - Discussions will be held with shipping lines.
 - Further communication may follow.
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Proxy / LOA Requirements

Question

Will Letters of Authority (LOAs) still be required?

Response

No.

Users will:

- Be able to pre-advise for any shipping line.
- No longer require shipping line-specific proxy setup.

As a result:

- Cancel-pre-advice rights have been removed from third parties.
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Bulk Uploads

Question

Can third parties upload container details via Excel?

Response

- Available for shipping lines – this will be explained in Webinar 3.
 - DGT will investigate possible functionality for third parties.
 - Feedback to be communicated later.
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Hazardous and OOG Data Ownership

Stakeholders expressed concern over:

- Responsibility for entering hazardous cargo details.
- Responsibility for OOG dimensions.

DGT confirmed:

- Shipping lines will continue to capture details at booking stage.
 - Pre-advice users must verify information.
 - Data should flow through from booking records.
 - Users should coordinate closely with shipping lines.
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Reporting

DGT confirmed:

- Existing reporting functionality will be available.
 - Users can continue to export information.
 - Additional reports are being configured in NAVIS N4.
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Equipment Reference Data

DGT confirmed:

- Existing container reference data will be migrated from Transnet.
- In the production environment equipment details will auto-populate as users are accustomed to.

Key Action Items

Action	Owner	Due Date
Submit NAVIS registration forms	All Third Parties	ASAP (target 12 Aug 2026)
Publish webinar notes/recording, FAQ and meeting summary	DGT	Post session
Publish training documents	DGT	Post session
Review pre-advice cancellation concerns	DGT & Shipping Lines	Before Go-Live
Communicate Hypercare support details	DGT	Before Go-Live
Investigate bulk upload capability for third parties	DGT IT Team	To be confirmed

Key Dates

Milestone	Date
Third Party Webinar	29 July 2026
User Registration Target	12 August 2026
NAVIS N4 Go-Live	15 August 2026
Hypercare Support Starts	12 August 2026

Summary

DGT provided an overview of the transition to NAVIS N4 and demonstrated the pre-advice process for third parties. The main focus areas were user registration, navigation of the new system, hazardous and OOG cargo processing, and changes to access management. The most significant stakeholder concern related to the inability of third parties to cancel pre-advised

containers, which DGT committed to review with shipping lines before Go-Live. Overall, DGT emphasized early registration, active testing, and participation in preparation for the 15 August 2026 implementation.

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