

Meeting Notes

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Webinar 3: Shipping Line Super Users

Durban Gateway Terminal (DGT) NAVIS 4.0 Customer Engagement & Training

Date: 30 July 2026

Time: 14:00

Attendees: Approximately 250 participants representing shipping lines and logistics stakeholders.

Presenters

- **Timothy Keit** – Head of Business Development, DGT
- **Uzair Bayat** – Head of IT, DGT

Yvonne Henery – Commercial & Operational Team, DGT

Meeting Objectives

- Introduce DGT's NAVIS 4.0 Terminal Operating System (TOS)
- Explain the migration from the current Transnet NAVIS environment
- Demonstrate key shipping line functions within NAVIS 4.0
- Review registration requirements and timelines
- Address stakeholder questions ahead of go-live

Key Announcements

NAVIS 4.0 Go-Live

- Planned go-live date remains **15 August 2026**.
- DGT is moving to an independent NAVIS 4.0 environment operated directly by DGT.
- The system includes the implementation of the **NAVIS N4 billing module**, which is new for shipping line users.

Data Migration

- No historical data will be migrated.
- Active containers in the yard and active inbound units will be migrated during cutover.
- Existing access to Transnet NAVIS remains available for other terminals.

New User Access Required - Registration Process

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.

- Registration should be completed by **12 August 2026**.

Hypercare Support

- Dedicated support team available 24/7 from go-live.
- Initial hypercare period:
 - 15 August 2026 to end of August 2026
- Support period may be extended if needed.
- Contact details will be published prior to go-live.

System Changes

What Remains the Same

The following business functions remain largely unchanged:

- Vessel bookings
- Export pre-advice
- Import transporter nominations
- Holds and permissions
- Storage management
- Operational reporting

What Has Changed

Interface

- NAVIS moves from Java ULC client to a modern web-based application.
- Accessible using Desktop browsers/ Laptops/Tablets/Mobile devices

New Features

- Improved filtering functionality
 - Saved favourites menu
 - Easier navigation
 - Enhanced export-to-Excel capability
 - Modernized user experience
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User Registration Process

Shipping Line Users Must:

1. Complete NAVIS User Access Control Form.
2. Select "New User".
3. Complete personal information.
4. Select appropriate shipping line access rights:
 - View Only
 - Export
 - Import
 - Delegated Administrator
5. Obtain line manager approval.
6. Submit form via email.

Delegated Administrator Role

- Responsible for managing users within each shipping line.
- Can unlock user accounts.

User Lockouts

- Locked accounts are automatically unlocked after 15 minutes.
 - Delegated Administrators can manually release locked accounts.
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Operational Demonstration Summary

Vessel Bookings

Users were shown how to:

- Create bookings
- Add vessel visit details
- Select ports of load and discharge
- Manage full, empty and breakbulk bookings
- Capture hazardous cargo information
- Add OOG (Out of Gauge) requirements

Export Pre-Advice

Users were shown how to:

- Create export pre-advice
- Enter container details
- Add:
 - Gross Weight
 - VGM
 - Booking Number
 - Seal Numbers
 - Reefer Information
 - Hazardous Cargo Details
 - OOG Dimensions

Key Reminder

Accurate booking and pre-advice information is critical to:

- Correct billing
 - Proper terminal planning
 - Avoiding operational delays
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Holds and Permissions

Shipping lines retain the ability to:

- Add holds
- Release holds

- Grant permissions
- Cancel permissions

Functionality remains the same as NAVIS 3.7.

Import Transporter Nominations

Users can:

- Assign transporters individually
- Use bulk nomination functionality via "My Unit List"
- Update delivery requirements

The process remains substantially unchanged.

Storage Management

Change Introduced

- "Storage Through Date" is now referred to as **Guaranteed Through Date**.
- Functionality remains similar.

Important Point

- Containers cannot be appointed for collection unless the Guaranteed Through Date is updated.
- Shipping lines remain responsible for updating storage.

DGT Clarification

Where delays are attributable to the terminal:

- Credit notes will be processed.
 - Shipping lines will not be unfairly charged for terminal-caused delays.
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Additional Systems

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

Questions & Answers Summary

Historical Reports and Filters

Question: Will saved filters and custom reports migrate?

Response:

- Standard reports remain available.
 - User-created filters will NOT migrate.
 - Users must recreate filters in the new system.
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Truck and RFID Registrations

Question: Must trucks and RFID cards be re-registered?

Response:

- No.
 - Trucking company data and truck records will migrate.
 - Existing Transnet RFID cards remain valid.
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BAPLIE Check Digit Errors

Question: How should check digit discrepancies be handled?

Response:

- Raise issues with Planning.
 - Corrections will be processed through operational channels.
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Multiple Hazardous Classes

Question: Will NAVIS 4.0 support multiple IMDG classes better?

Response:

- DGT has addressed known limitations from previous versions.
 - System expected to align more effectively with tariff and operational requirements.
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Multiple Seal Numbers

Question: Can NAVIS 4.0 accommodate multiple seals better than the previous system?

Response:

- Issue acknowledged.
- DGT committed to investigating and confirming capability.

Action Item: DGT to verify multiple seal support within NAVIS 4.0.

Reefer Temperature Discrepancies

Question: What happens if booking and pre-advice temperatures differ?

Response:

- Latest entered value may overwrite previous values.
 - Shipping lines should ensure consistency between booking and pre-advice.
 - Any discrepancies should be communicated to DGT.
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Vessel Cutover Concerns

Question: How will vessels arriving during go-live be handled?

Response:

- DGT will engage affected shipping lines individually.
- Formal cutover communication will be issued.
- Detailed vessel transition plans are still being finalized.

Action Item: DGT to provide cutover instructions for affected vessels.

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