

DURBAN

GATEWAY TERMINAL

4 September 2026

Export Appointment Requirements & Dual Transactions

Dear Valued Customers,

As part of our ongoing efforts to improve terminal planning, reduce congestion and provide a more consistent service to the transport industry, Durban Gateway Terminal is strengthening the appointment process for export deliveries.

Export Appointments Prior to Arrival

With effect from Saturday 5 September 2026, all export containers must have a confirmed appointment before the truck arrives at the terminal.

We kindly ask transporters to ensure that the appropriate export appointment has been secured before dispatching a truck to the terminal. Trucks arriving at A-Check with an export container should therefore already have a valid export appointment in place.

Export appointments will not be processed as a dual transaction at A-Check for trucks arriving with unbooked export containers.

The purpose of this change is to give the terminal greater visibility over when export volumes are expected to arrive. Export deliveries require forward planning to ensure the appropriate yard capacity, stack preparation and operational resources are available ahead of the container's arrival.

Importantly, this change does not mean that export appointments will not be released or that export receipts are being restricted. Rather, export appointment capacity will be released in line with the volume the terminal can efficiently process in alignment with the shipping line.

This will help reduce congestion, avoid excessive demand being placed on individual stacks and ITZs, and ensure that the volumes entering the terminal can be effectively serviced.

Allowed Dual Transactions

DGT recognise the importance of maximising dual transactions and will continue to support them wherever possible. **Therefore, a truck with a valid export appointment may also collect an available import container during the same terminal visit.**

However, an import appointment alone will not provide authority to deliver an unbooked export container. Where an export delivery forms part of the transaction, the export appointment must be secured before the truck arrives.

This approach is intended to create a more predictable flow of export containers into the terminal while maintaining flexibility to evacuate imports whenever opportunities arise.

By ensuring export appointments are secured before trucks are dispatched, and by aligning appointment releases with available operational capacity, we can better prepare the yard, allocate resources and manage traffic through the terminal.

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Ultimately, this will help reduce avoidable congestion at A-Check and within the terminal, while supporting more consistent and predictable truck turnaround times.

The above changes will be applied **for all bookings made from 06:00am on Saturday 5 September 2026**. Any truck already in A-check staging under the old dual transaction arrangement will be allowed to complete the dual transactions.

We appreciate the continued cooperation and support of our customers and transport partners as we work together to improve the efficiency and predictability of terminal operations.

Durban Gateway Terminal