

Subject: 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