

DURBAN

GATEWAY TERMINAL

7 August 2026

IMPORTANT NAVIS N4 GO-LIVE COMMUNICATION AND USER ACTION REQUIRED

Dear Valued Customer,

As Durban Gateway Terminal (DGT) approaches the implementation of the NAVIS N4 Terminal Operating System (TOS), we would like to provide all stakeholders with an important update regarding readiness activities, registration requirements, and operational arrangements for the planned go-live due to commence on **15 August 2026 at 18:00pm**.

Over the past two months, DGT has conducted extensive engagement with transporters, shipping lines, clearing and forwarding agents, logistics service providers, authorities, and other terminal stakeholders to ensure alignment on the registration processes, system access requirements, operational procedures, and interface integrations associated with the transition to NAVIS N4.

In addition to the stakeholder engagements and training programmes, DGT has also worked closely with shipping lines to ensure that all required interfaces, including planning, terminal operations, billing integrations, and related container management processes and connections, are appropriately configured and prepared for the transition.

The next steps are summarised below.

CRITICAL: NAVIS User Registration

To ensure uninterrupted access to the new NAVIS N4 platform, **all organisations requiring access must complete the registration process and submit the applicable user access forms to:**

N4Accounts@dgt.ictsi.com

Registration forms are available on the DGT website www.dgt.ictsi.com (Navigate to: Terminal Updates > NAVIS Communications)

Please note that no existing users of the current Transnet NAVIS environment will be automatically migrated to the DGT NAVIS N4 environment. **All users must complete the new registration process in advance of the go-live to receive access to the DGT-operated system.**

We strongly urge all organisations that have not yet submitted their user registration forms to do so immediately to avoid any delays in system access following go-live.

Durban Gateway Terminal (PTY) LTD.

Transnet Port Terminals, Container Terminals Pier 2
Langeberg Road, Bayhead, Durban, Kwa-Zulu Natal 4001

CIPC Registration Number: 2025 / 929823 / 07

Postal Address: P.O. Box 41450 Rossburgh, Durban, Kwa-Zulu Natal 4072

Training and Reference Material

Should any users have been unable to attend the various training sessions and webinars conducted by DGT, all relevant training materials, user guides, communications, and registration forms remain available on the DGT website:

www.dgt.ictsi.com (Navigate to: Terminal Updates > NAVIS Communications)

Users are strongly encouraged to review the available training modules and documentation to familiarise themselves with the NAVIS N4 environment prior to go-live.

ICTSI RADAR App Registration

As part of DGT's digital transformation programme, we also encourage all customers to register for the ICTSI RADAR platform. This will be available post 15 August 2026 go-live.

ICTSI RADAR provides customers with enhanced visibility across terminal activities, including:

- Container tracking and status visibility
- Vessel schedules and vessel movement information
- Truck transaction monitoring
- Cargo milestone notifications
- Terminal advisories and operational updates
- Personalised watchlists and alerts

The platform is available via both web and mobile application and offers real-time visibility of shipment and terminal activities.

Further information will be shared in a separate communication. For registration information, visit: <https://radar.ictsi.com>

The NAVIS N4 Cutover and Go-Live Plan

The NAVIS N4 cutover is currently scheduled to commence on:

15 August 2026 at 18:00pm

The migration process is expected to require approximately **12 hours** to complete.

During this period:

- No vessel operations will take place.
- No landside operations will take place.
- Operational data will be extracted, migrated, validated, tested, and verified.
- System integrity and operational readiness checks will be completed before services recommence.

To support a safe and controlled transition, DGT will ensure that no trucks are planned, staged or appointed for terminal transactions during the 12-hour cutover period. Customers are requested to take this into consideration when planning transport activities and scheduling cargo movements. Additional stack extensions will be communicated in due course.

Upon successful completion of validation and testing activities, DGT will progressively reintroduce terminal operations in a controlled manner.

Operational Ramp-Up Period

While every effort is being made to minimise disruption, customers could anticipate some delays during the initial stabilisation period following go-live. Operations will recommence pragmatically and will be actively monitored as system activity increases. Operational teams will continuously assess performance and gradually ramp up terminal capacity as quickly and safely as possible.

Where necessary, stack extensions and other operational measures will be implemented and communicated to customers. We request customers to plan accordingly and allow additional flexibility within their logistics schedules during the first few days following implementation.

Hypercare Support

To ensure a successful transition, DGT, ICTSI, and NAVIS resources will be deployed within a dedicated Hypercare Support Centre.

The terminal will remain under an enhanced Hypercare period for a minimum of two weeks following go-live, with the objective of ensuring operational stability, rapid issue resolution, and minimal disruption to customers.

A fully resourced Help Desk will be available 24 hours a day, 7 days a week, commencing 15 August 2026.

Customers requiring assistance with user access, interfaces, testing coordination, operational queries, or issue resolution are encouraged to contact the Hypercare Team using the details below.

Hypercare Contact Details

Email Address

n4hypercare@dgt.ictsi.com

Contact Numbers

031 361 6599 – Gates and Appointments

031 361 1592 – Gates and Appointments

031 361 6582 – Yard Operations

031 361 6626 – Vessel and Rail Operations

The Hypercare support structure will remain in place until 31 August 2026, after which customers will be requested to engage directly with the relevant operational planning departments for ongoing support.

We appreciate the support and cooperation received from our customers throughout the NAVIS N4 implementation programme. The successful transition to NAVIS N4 represents a significant milestone in DGT's commitment to providing a modern, efficient, and customer-focused terminal operating environment.

To avoid access delays and ensure operational readiness, please:

- Review the training materials available on the DGT website.
- Submit all outstanding NAVIS N4 registration forms to n4accounts@dgt.ictsi.com
- Register for the ICTSI RADAR platform.
- Communicate the go-live and cutover arrangements within your organisation and with your affected stakeholders.

We thank you for your continued partnership and look forward to delivering an enhanced service experience through the NAVIS N4 platform.

Yours sincerely,



Grant Bahlmann

Chief Commercial Officer

Durban Gateway Terminal