

E-Gate

Dispatcher User Guide



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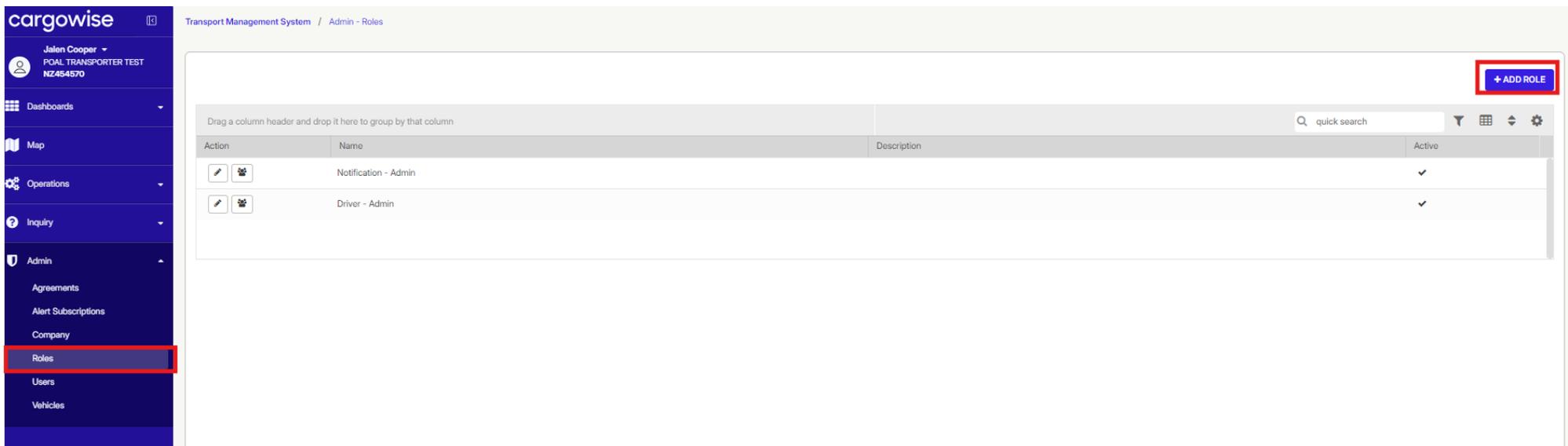
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Creating the driver role in CargoWise



It is important that the **Driver - eGate** role is created correctly so that it allows the driver to log into the app and also auto populates the driver on the booking screen.

- ▶ To create the **Driver – eGate** role in CargoWise, navigate to the left side panel, select **Role**, and click **+ADD ROLE**.



Transport Management System / Admin - Roles

Drag a column header and drop it here to group by that column

Action	Name	Description	Active
 	Notification - Admin		✓
 	Driver - Admin		✓

quick search

+ ADD ROLE

- ▶ Fill in the role details (**Name, Based On**). From the below options, select what features to enable/disable for this role.

Add Role

Name:

Description:

Based On:

Active

Enabled Features

Filter:

- Driver - Driver Messaging
- Driver - eGate at Empty Container Depot
- Driver - Empty Container Depot Dashboard
- Driver - Movement details update
- Driver - Multi Lingual Support
- Live - Access Company Address
- Live - Access Company Details
- Live - Access Company Ports of Operation
- Live - Access Driver Profile
- Live - Access Journey Tracking
- Live - Access Profile
- Live - Access Role Management
- Live - Access Transporter Home Map
- Live - Access User Admin
- Live - Access Vehicle Message History
- Live - Access Vehicle Message Monitor
- Live - Access Vehicle Profile

Disabled Features

Filter:

Close ADD

The word “Driver” must be first when naming this role, so that it allows the drivers to auto populate on the booking screen.

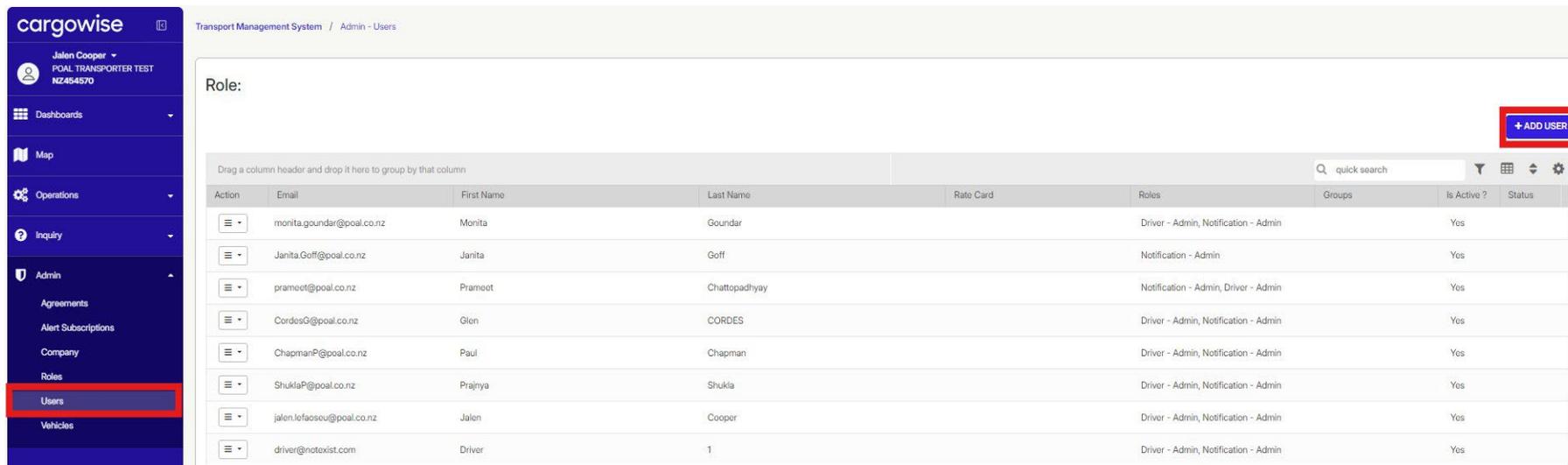
The only two mandatory features that the drivers will need is **Driver – Driver Messaging** & **Driver – eGate at Empty Container Depot**. The rest are dependent on your operations.

Add/Update Driver details



The email address entered below for the Driver Mobility app must be the same email address the driver used to register for the Port of Auckland access module. If a different email address is used, the driver will receive a red lane on arrival at POAL. For a list of the email addresses for your truck drivers, please email Drivers Assist, driversassist@poal.co.nz.

- ▶ To add or update driver details in CargoWise, navigate to the left side panel, select **Users**, and click **+ADD USER**.



Transport Management System / Admin - Users

Role:

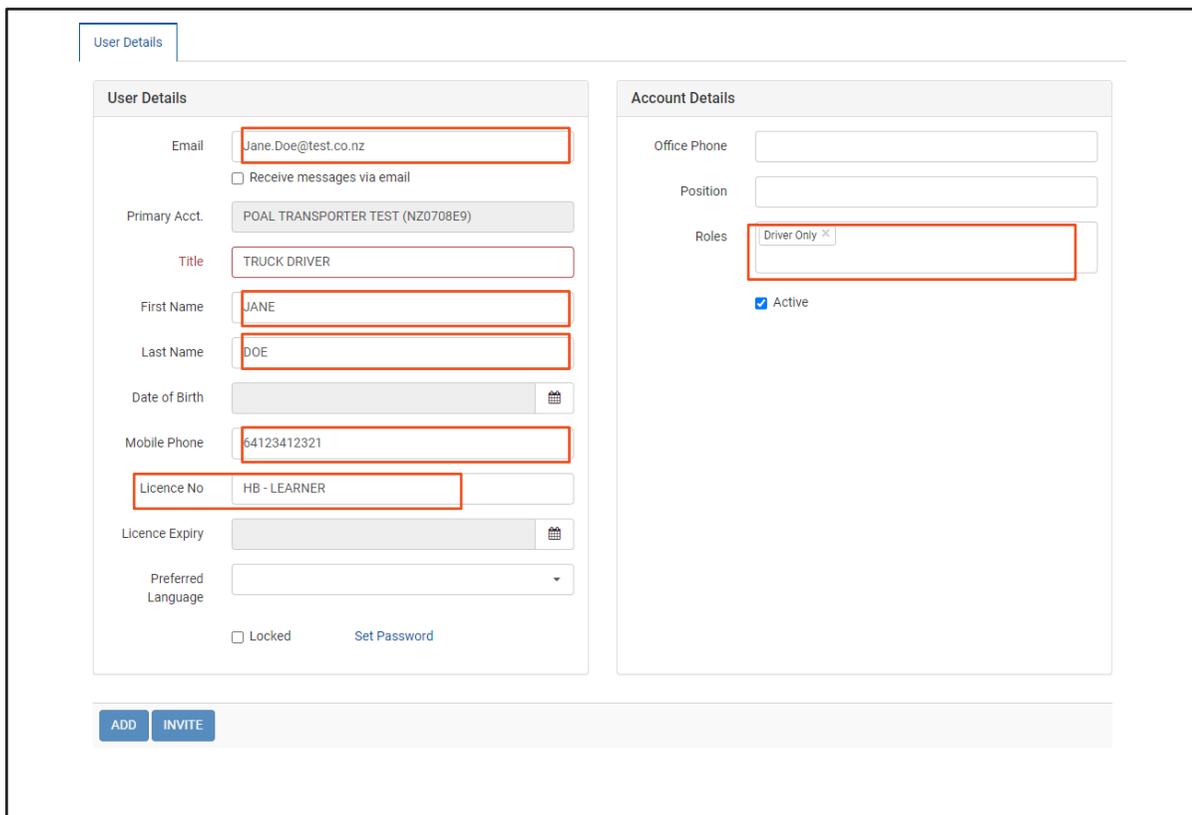
Drag a column header and drop it here to group by that column

Action	Email	First Name	Last Name	Rate Card	Roles	Groups	Is Active ?	Status
⋮	monita.goundar@poal.co.nz	Monita	Goundar		Driver - Admin, Notification - Admin		Yes	
⋮	Janita.Goff@poal.co.nz	Janita	Goff		Notification - Admin		Yes	
⋮	prameet@poal.co.nz	Prameet	Chattopadhyay		Notification - Admin, Driver - Admin		Yes	
⋮	CordesG@poal.co.nz	Glen	CORDES		Driver - Admin, Notification - Admin		Yes	
⋮	ChapmanP@poal.co.nz	Paul	Chapman		Driver - Admin, Notification - Admin		Yes	
⋮	ShuklaP@poal.co.nz	Prajnya	Shukla		Driver - Admin, Notification - Admin		Yes	
⋮	jalen.lofaosou@poal.co.nz	Jalen	Cooper		Driver - Admin, Notification - Admin		Yes	
⋮	driver@notexist.com	Driver	1		Driver - Admin, Notification - Admin		Yes	

+ ADD USER

- ▶ Fill in the user details (**Email, First Name, Last Name, Mobile Phone, Licence Number**).
- ▶ Under account details, select the role “**Driver-Admin**.”

If you are a company owner and the driver doing your own dispatching, you need to choose “**Driver-Admin**” and “**Notification Admin**” under Roles.



The screenshot shows a 'User Details' form with two main sections: 'User Details' and 'Account Details'. The 'User Details' section contains the following fields: Email (Jane.Doe@test.co.nz), Primary Acct. (POAL TRANSPORTER TEST (NZ0708E9)), Title (TRUCK DRIVER), First Name (JANE), Last Name (DOE), Date of Birth, Mobile Phone (64123412321), Licence No (HB - LEARNER), Licence Expiry, Preferred Language, and a checkbox for Locked. The 'Account Details' section contains the following fields: Office Phone, Position, Roles (Driver Only), and a checkbox for Active. The form has 'ADD' and 'INVITE' buttons at the bottom.

Use the same email address as used for the POAL induction.

If you are an owner truck driver, ensure you have consent to work with POAL.

Set Default Password

- ▶ Press on the **Set Password** button on the bottom of the form.

The screenshot displays a user management interface with two main sections: 'User Details' and 'Account Details'. The 'User Details' section contains the following fields and controls:

- Email:** John.Doe@testmail.co.nz
- Receive messages via email
- Primary Acct.:** POAL TRANSPORTER TEST (NZ0708E9)
- Title:** (empty)
- First Name:** JOHN
- Last Name:** DOE
- Date of Birth:** 01/01/1990 (with calendar icon)
- Mobile Phone:** 0212345678
- Licence No.:** HC-LEARNER101
- Licence Expiry:** 10/02/2027 (with calendar icon)
- Preferred Language:** English (dropdown menu)
- Locked
- Set Password** button (highlighted with a red box)

The 'Account Details' section contains the following fields and controls:

- Office Phone:** (empty)
- Position:** TRUCK DRIVER
- Roles:** Driver - Admin x, Notification - Admin x
- Active

At the bottom of the form, there are two buttons: **ADD** and **INVITE**.

- ▶ After filling in and confirming the nominated password, click **SAVE**.

Set Password

New Password

- ✓ Minimum length of 10.
- ✓ Contains a lower case character.
- ✓ Contains an upper case character.
- ✓ Contains a number.
- ✓ Contains a special character.

New Password (Confirm)

Close **SAVE**

- ▶ Ensure all fields are correct, then click **ADD**.

◀ Back to Users

User Details

User Details

Email:
 Receive messages via email

Primary Acct.:

Title:

First Name:

Last Name:

Date of Birth:

Mobile Phone:

Licence No:

Licence Expiry:

Preferred Language: ▼

Locked [Set Password ✓](#)

Account Details

Office Phone:

Position:

Roles:

Active

ADD **INVITE**

Verify the User

To verify if the user has been created, use the **search bar** located in the top right corner of the header to search for the user's name. If the user is found, they have been successfully created.

Role:

[+ ADD USER](#)

Drag a column header and drop it here to group by that column

🔍 John

Action	Email	First Name	Last Name	Rate Card	Roles	Groups	Is Acti...	Status
	John.Doe@testmail.co.nz	John	Doe		Driver - Admin		Yes	

1 15 data items per page

1-1 of 1 items

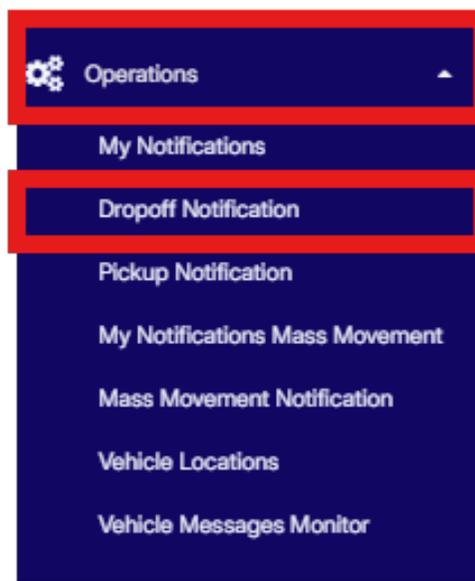
Results are filtered. - [clear all filters](#)

Send Login and Password

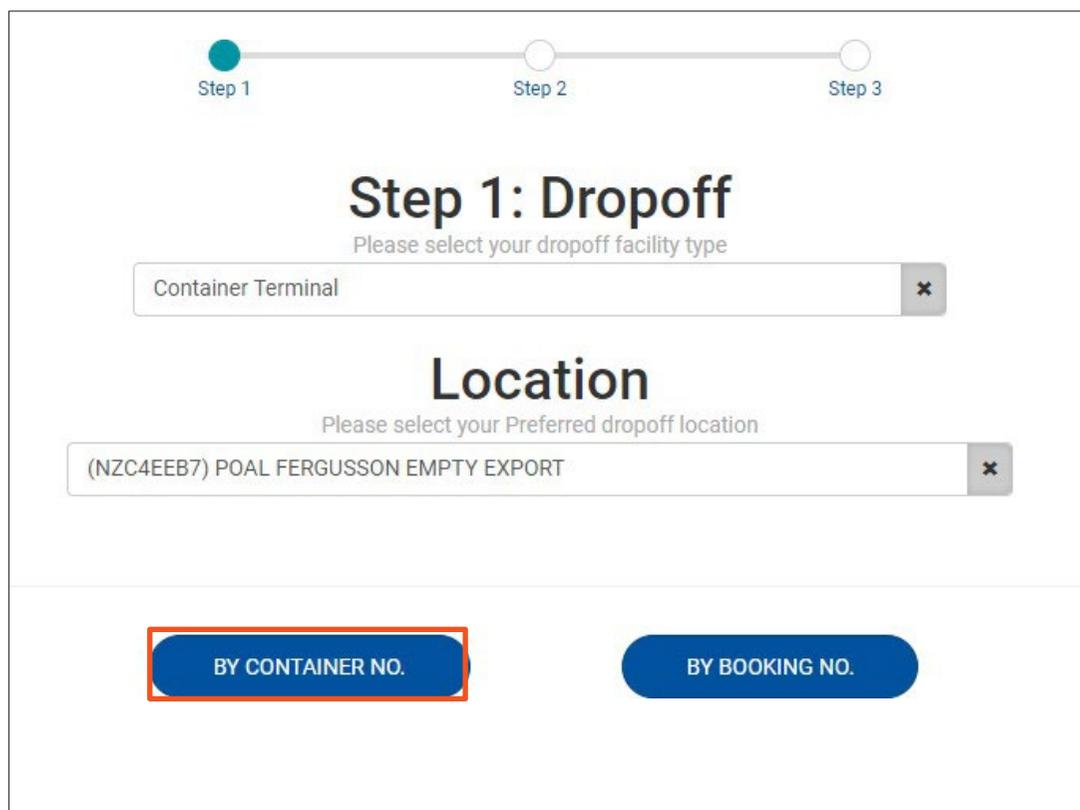
After creating the User, you can now use the login details for the Driver Mobility app. If you are a Dispatcher, please send these details to the truck driver.

Assigning a job to a Truck Driver

- ▶ Log into CargoWise.
- ▶ In the menu on the right-hand side, select **Operations > Drop Off Notification**.



- ▶ For the **Drop Off** field, select **Container Terminal**.
- ▶ For the **Location** field, select the appropriate drop-off location from drop down list.
- ▶ Then click on **By Container No.**



Step 1 Step 2 Step 3

Step 1: Dropoff

Please select your dropoff facility type

Container Terminal

Location

Please select your Preferred dropoff location

(NZC4EEB7) POAL FERGUSSON EMPTY EXPORT

BY CONTAINER NO. BY BOOKING NO.

- ▶ Enter the Container number and click **FIND CONTAINER DETAILS**.

Step 1 Step 2 Step 3

RETURNING TO: POAL FERGUSSON EMPTY EXPORT

Step 2: Containers

Note: All containers must be returned to the same location.

Container Number

MWSU1234567

+ Add a Container

FIND CONTAINER DETAILS



Delivery check has moved from PortConnect to CargoWise. If an import unit requires an ECN or Random number, then the dispatcher will be required to enter this at the time of creating the booking.

If a PIN number is required, enter the delivery check number (ECN or Random Number) into the PIN field.

Step 1 Step 2 Step 3

PICKUP FROM: POAL FERGUSSON Container Terminal

Step 2: Containers

Please confirm your containers and check for any errors.

<input type="checkbox"/> TEMU3095134			<input checked="" type="checkbox"/> External facility has pre-advised this container.
Shipping Line COS	ISO 2210	PIN <input type="text"/>	
<input type="checkbox"/> SEGU1770113			<input checked="" type="checkbox"/> External facility has pre-advised this container.
Shipping Line ANL	ISO 2210	PIN <input type="text"/>	
<input type="checkbox"/> TCNU3832592			<input checked="" type="checkbox"/> External facility has pre-advised this container.
Shipping Line OOL	ISO 45G1		

If no PIN number is required, press **Continue to Notification**.

Step 1 Step 2 Step 3

PICKUP FROM: POAL FERGUSSON Container Terminal

Step 2: Containers

Please confirm your containers and check for any errors.

<input checked="" type="checkbox"/> TEMU3095134			<input checked="" type="checkbox"/> External facility has pre-advised this container.
Shipping Line COS	ISO 2210	PIN 798429210	
<input checked="" type="checkbox"/> SEGU1770113			<input checked="" type="checkbox"/> External facility has pre-advised this container.
Shipping Line ANL	ISO 2210	PIN 96402691	
<input checked="" type="checkbox"/> TCNU3832592			<input checked="" type="checkbox"/> External facility has pre-advised this container.
Shipping Line OOL	ISO 45G1		

CONTINUE TO NOTIFICATION

If the PIN number is invalid/incorrect, please check the import paperwork for the correct number or contact your customer.

Pickup Notification Step 2

Step 1 Step 2 Step 3

PICKUP FROM: POAL FERGUSSON Container Terminal

Step 2: Containers

Please confirm your containers and check for any errors.

✘ **Error!** Invalid PIN entered. Please enter the correct PIN and try again.

✘	TEMU3095134	✔	External facility has pre-advised this container.
Shipping Line	ISO	PIN	
COS	2210	234234	
✘	SEGU1770113	✔	External facility has pre-advised this container.
Shipping Line	ISO	PIN	
ANL	2210	234234	
✘	TCNU3832592	✔	External facility has pre-advised this container.
Shipping Line	ISO		
OOL	45G1		

[CONTINUE TO NOTIFICATION](#)

Successful delivery check will proceed to next step. If driver names don't appear in the drop-down list, check that they've been assigned the correct **Driver** role.



PICKUP FROM: POAL FERGUSSON Container Terminal

Step 3: Pickup times

Select your preferred time of pickup, and assign it to each ISO code.

Please select your preferred time

Today open
WED open
THU open
FRI open
SAT open
14/01/2025

11:00	11:30	12:00	12:30	13:00	13:30	14:00	14:30	15:00	15:30	16:00	16:30	17:00	17:30	18:00	18:30	19:00
2	2	1	2	2	2	1	2	1	2	2	2	2	2	2	2	2
\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00	\$8.00

CONTAINER DETAILS

ASSIGN TIME	TEMU3095134 2210
ASSIGN TIME	SEGU1770113 2210
ASSIGN TIME	TCNU3832592 45G1

VEHICLE	DRIVER
Choose Vehicle	Choose Driver
Choose Vehicle	Choose Driver
Choose Vehicle	Choose Driver

CREATE NOTIFICATION

POAL Geofences

eGate at POAL has two defined geofences that inform for the driver's next steps:

- ▶ **Blue outer geofence – 'Approach':** When the truck enters this zone, the app will display either a green lane or red lane instruction.
- ▶ **Red inner geofence – 'Boundary':** Once inside the zone, the app will confirm whether the driver can proceed directly to the gate or needs to park in the truck park.



Red Lane Errors

There are several reasons why the driver may receive a red lane error when using eGate. If the driver receives a red lane error they should park in the truck park and call Drivers Assist on 0800 767 800.

Error Message	Meaning
REDLANE – LATE/NO SHOW	Driver arrived outside of the allocated booking window.
REDLANE – EARLY GRACE PERIOD	Driver has arrived slightly earlier than the booking window but within the early arrival tolerance period. If the terminal is running well, driver can be pushed through early.
REDLANE – EARLY NO TRUCK VISIT	Driver has arrived too early for their booking. No truck visit created.
REDLANE – DG	Driver is arriving with Dangerous Goods which require additional validation before entry.
REDLANE – DeliveryCheckChanged	The delivery check number has changed.
REDLANE – Hold/Perm	The container linked to the same truck visit has an issue that must be resolved first.
REDLANE – DRIVER	There is an issue with the driver's account or access credentials that is preventing processing at the terminal.
REDLANE – 9999999	Another container linked to the same truck visit has an issue that must be resolved first.
REDLANE – N4 EXCEPTION	A system processing error occurred while creating the truck visit.
REDLANE – APPT USED	The booking has already been used or processed.
REDLANE – VALIDATION	The booking or container details do not meet the terminal's entry validation requirements.
REDLANE – Only Notify Received	The job was started after the driver had already entered the port boundary.
REDLANE – Notify Failure	A system notification required to process the visit was not successfully received.

FAQ

1. CargoWise (previously ContainerChain) Setup & Access

Login issues for drivers who have worked for other carriers

If a driver has previously been linked to another transport company, POAL cannot update their profile directly. To resolve login or profile conflicts, or if a driver is experiencing issues logging in and their account cannot be found, please follow the steps below:

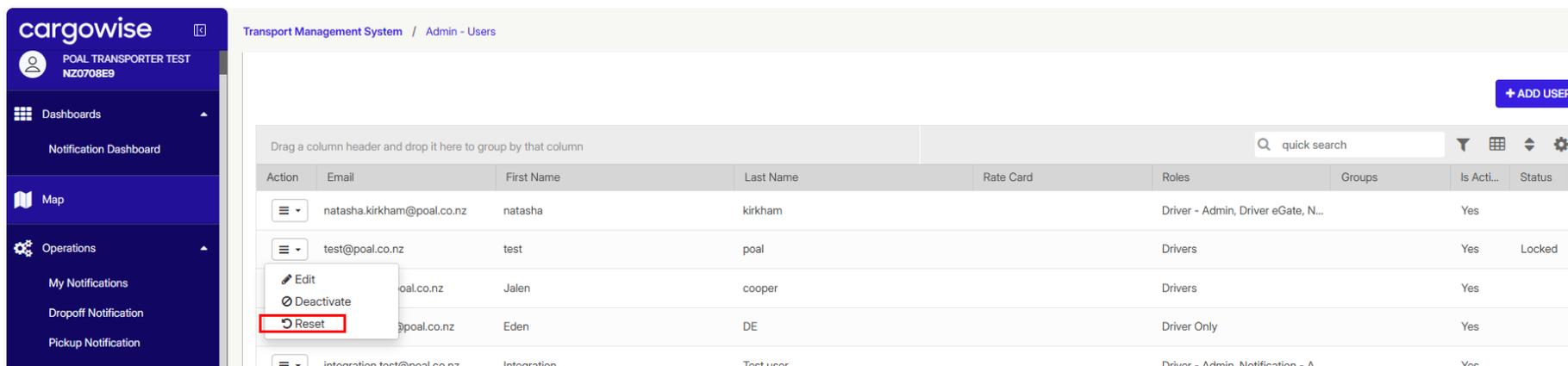
- ▶ Raise a service ticket with **CargoWise** support@containerchain.com.
- ▶ CargoWise will unlock or update the driver profile so they can be associated with your carrier.
 - ▷ If your driver also subcontracts to other companies, they must be linked to each of those companies. This will ensure that jobs can be assigned to them correctly in CargoWise.
- ▶ The driver's main company should be set as their Primary Account.
- ▶ Any companies they subcontract to should be set as Secondary Accounts. Multiple secondary accounts can be added if required.

Note: A driver's Primary Account has the ability to update and edit the driver's profile details. Secondary Accounts do not have permission to amend driver details. However, both Primary and Secondary Accounts are able to allocate jobs to the driver.

Resetting a driver's password in CargoWise

- ▶ Open the driver's **User Profile**
- ▶ Click the **down arrow**

▶ Select **Reset Password**

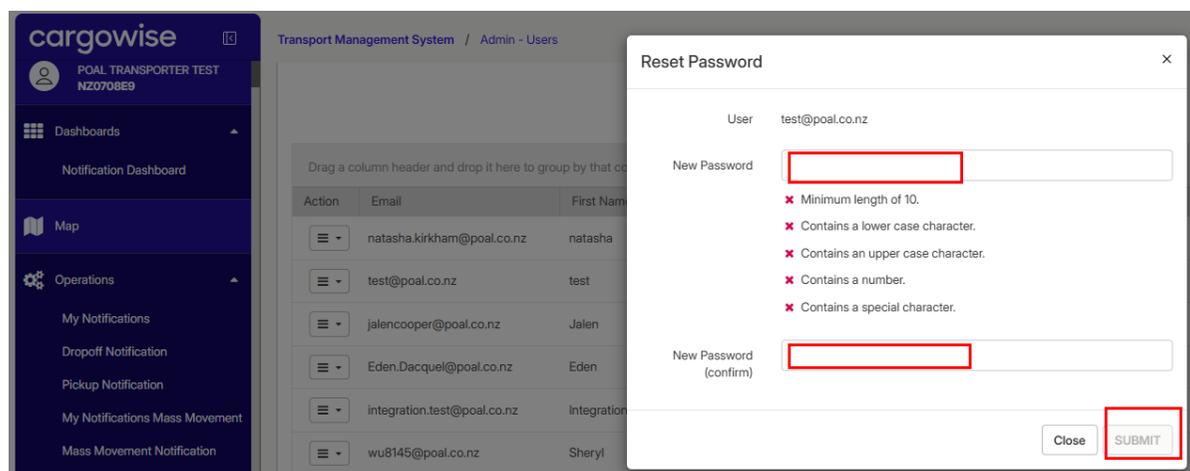


Transport Management System / Admin - Users

Drag a column header and drop it here to group by that column

Action	Email	First Name	Last Name	Rate Card	Roles	Groups	Is Acti...	Status
⋮	natasha.kirkham@poal.co.nz	natasha	kirkham		Driver - Admin, Driver eGate, N...		Yes	
⋮	test@poal.co.nz	test	poal		Drivers		Yes	Locked
⋮	jalencooper@poal.co.nz	Jalen	cooper		Drivers		Yes	
⋮	Eden.Dacquel@poal.co.nz	Eden	DE		Driver Only		Yes	
⋮	integration.test@poal.co.nz	Integration	Test user		Driver - Admin, Notification - A...		Yes	

▶ Enter a new password



Reset Password

User: test@poal.co.nz

New Password:

- ✗ Minimum length of 10.
- ✗ Contains a lower case character.
- ✗ Contains an upper case character.
- ✗ Contains a number.
- ✗ Contains a special character.

New Password (confirm):

Close SUBMIT

▶ Click **Submit**

Accepting a driver invitation

Drivers can accept invitations for any transporter they have been registered against in CargoWise. After a transporter has invited a driver to their account, an email is automatically sent to the driver. The driver must then:

- ▶ Log into <https://live.containerchain.com>
- ▶ Click their **username** in the top-left menu
- ▶ Select **User Profile**
- ▶ Open the **Invitations** tab
- ▶ Click the **Accept** button next to the pending invitation

Once accepted, the driver account will be active and ready for use.

2. Job Allocation & Driver Mobility App

Why can't my driver see their job in the Driver Mobility app?

To ensure jobs appear correctly in the app:

- ▶ The **vehicle and driver must be assigned** when making appointments or allocating jobs in CargoWise.
- ▶ You can validate this in the **My Notifications** screen in CargoWise.

If either the vehicle or driver is missing, the job will not appear in the app.

If a job does appear in the app but is missing required operational information, the driver will be issued a **red lane** notification upon arrival at the terminal and will be required to park up and contact Drivers Assist.

Note: Although some of these data fields are not currently mandatory within CargoWise, they will become mandatory once a formal eGate compulsory date is confirmed.

What does a driver need for eGate to work correctly?

Drivers must:

- ▶ Have the **latest version** of the Driver Mobility app
- ▶ Have **location services enabled** on their phone
- ▶ Start the job at the **origin location**. Jobs that are accepted or started inside the geofence will not register correctly for eGate.

3. Driver Mobility App – Common Job Management Issues

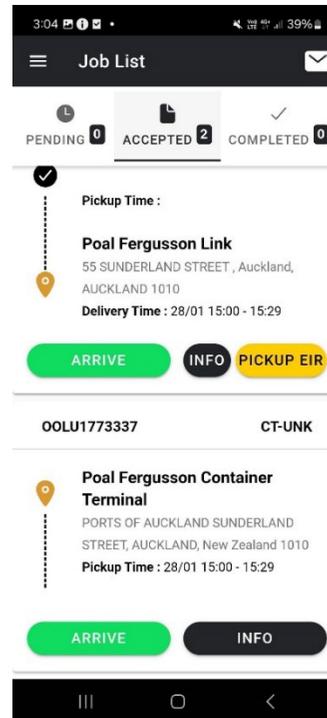
Drivers can see only the pickup job on eGate (cannot access the dropoff job)

This typically happens when drivers have **both a drop-off and a pickup** in the same visit but only start one of the jobs. For eGate to recognise both transactions, drivers must start **all** relevant jobs in the correct order and not within the POAL geofence. It is essential that both the drop-off and pickup bookings are created and allocated to the driver prior to the driver crossing the geofences.

Due to the way eGate operations are currently configured at POAL, if a driver already has an active job (for example, a pick-up booking), they will not be able to add an additional booking once inside the geofenced area. Any additional container not accepted prior will automatically be directed to red lane for manual processing.

Checking all jobs are active

Drivers can confirm that both jobs are accepted/active by checking whether the **ARRIVE** status appears for all jobs. If **ARRIVE** shows only once, it means only one job was started.



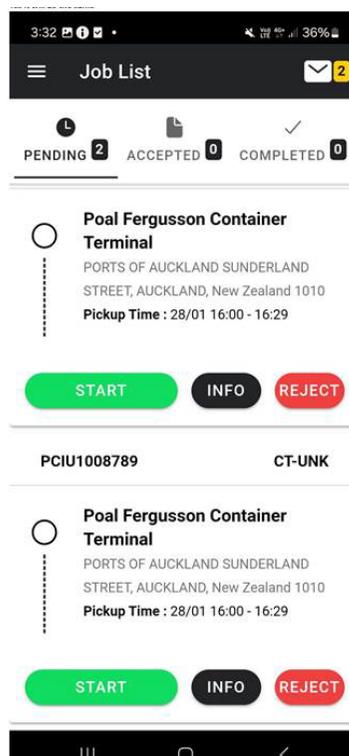
When collecting two 20ft imports only one job appears on the eGate

If the driver has more than one job to complete in their visit (such as picking up two 20ft containers), they must select all jobs in the app. Once all jobs are selected:

- ▶ Both jobs will display on screen
- ▶ The driver will receive green lanes for each job, subject to booking windows and constraints

If only one job appears:

- ▶ The driver has not selected both jobs.
- ▶ They should return to the job list and ensure both jobs are selected and started.

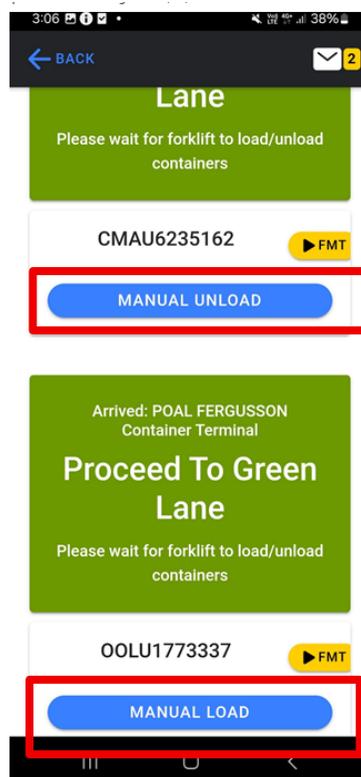


Jobs are remaining in ACCEPTED instead of showing as COMPLETED after leaving the port

This occurs when a driver leaves the terminal without completing the final step in the app. It may also occur if location services are not enabled for the Driver Mobility/eGate app. Without location services the app cannot register the truck's position when driving through the geofenced areas and, as a result, the job status will not update to **COMPLETED** in the app.

To correctly complete a job, after finishing a port transaction, the driver must:

- ▶ Tap **Manual Unload** for **Drop-off** jobs
- ▶ Tap **Manual Load** for **Pickup** jobs



If the driver leaves the screen using the **BACK** button instead of completing the job:

- ▶ The job will remain in the **ACCEPTED** tab
- ▶ It will not automatically move to **COMPLETED**
- ▶ Drivers must perform this manual step to close out the job properly

4. POAL VBS Booking Windows

How do VBS booking windows work?

11:59 am and earlier	12:00 pm – 12:29 pm	12:30 pm – 12:59 pm	1:00 pm - 1:29 pm
Too Early <i>No truck visit created</i>	Early Grace Period <i>Truck visit created</i>	30min tolerance prior to the start of the booking window	Booking Window Time

VBS bookings are in 30minute windows and trucks are either **within** or **outside** allowable arrival times.

Within allowable arrival times includes if the driver arrives during:

- ▶ Booked window (e.g. 1:00pm–1:29pm)
 - ▶ Early ontime window (30 minutes before booking)
- ✓ POAL creates a truck visit.
 - ✓ Driver can proceed to the gate with a green lane.

Outside allowable arrival times includes if the driver arrives:

- ▶ Too early (before early grace period)
- ▶ Too late
- ▶ Starts the job inside the geofence
- ▶ Misses the booking entirely

✘ POAL will **not** create a truck visit.

➡ Driver must call **Drivers Assist**.

If the driver arrives during the early Grace Period:

- ▶ Driver will see a **red lane** in the app.
- ▶ POAL creates a truck visit.
- ▶ Drivers Assist will confirm if the driver may proceed to the gate if capacity allows.
- ▶ If capacity is not available, driver can proceed once the early ontime window opens.



PORT OF
AUCKLAND
TĀMAKI HERENGA WAKA