



# E-Gate

## Driver

### User Guide

## Contents

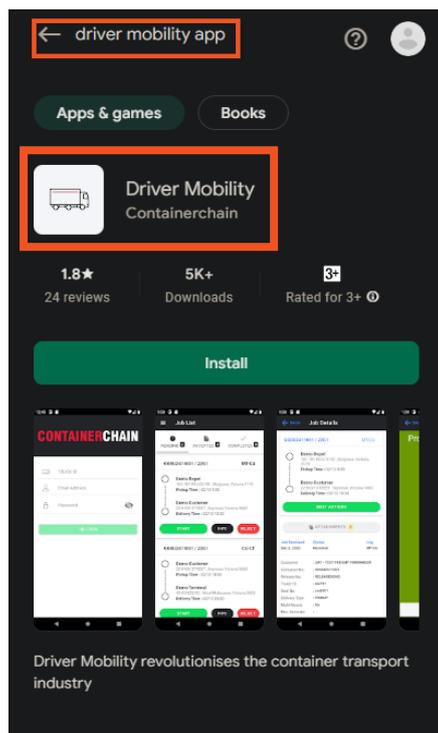
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# Set up the App



## Download

- ▶ Download the **Driver Mobility** app from Google Play or Apple App Store.

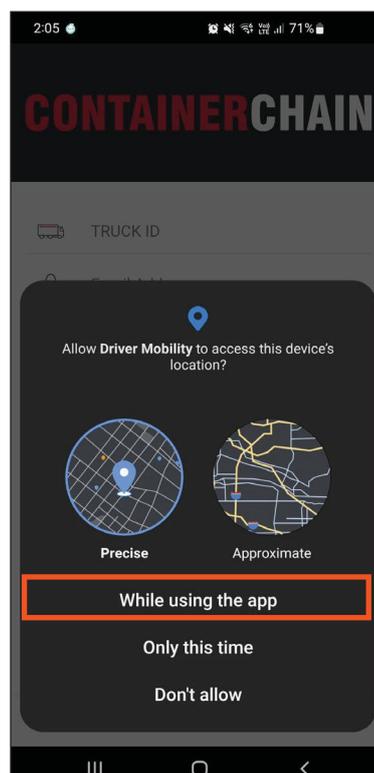


## Permissions

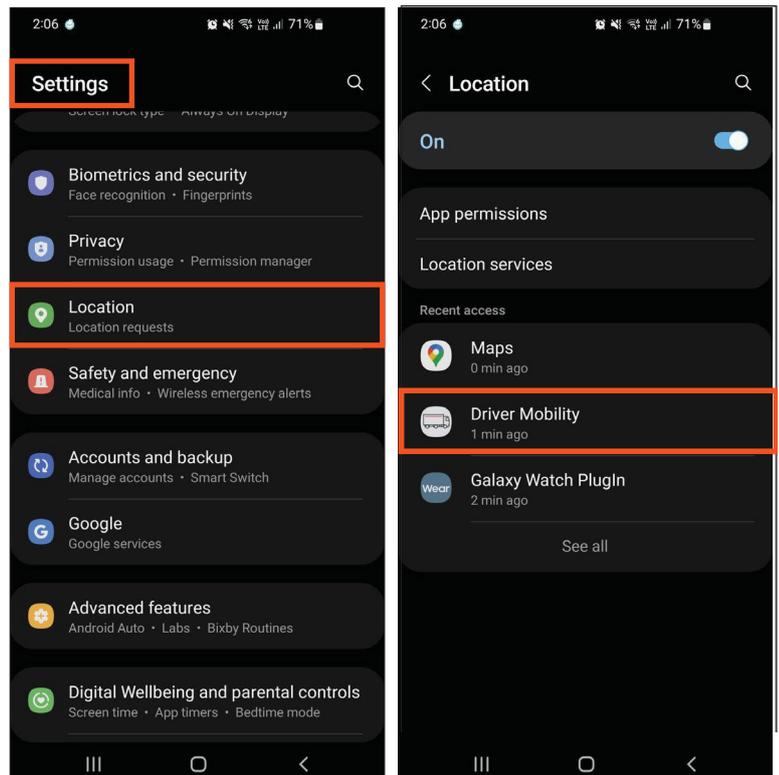
When you access the app the first time, it will prompt you to allow access to your device location.

- ▶ Tap on allow **While using the app** or **Always allow**.

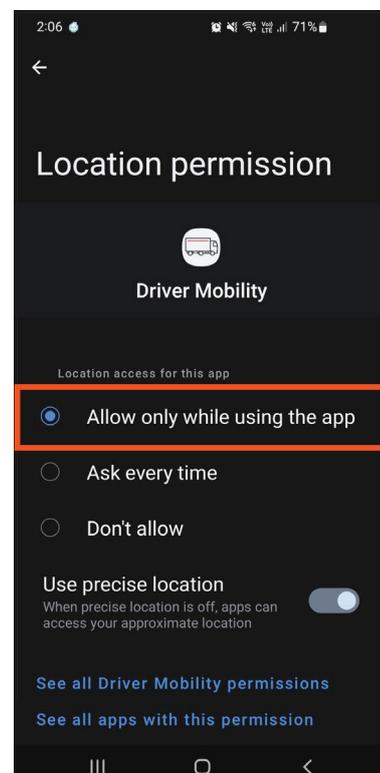
If location services are not turned on, eGate transactions will not register through the electronic geofences and you will not receive a Red or GreenLane notification.



- ▶ To change your location settings, go to **Device Settings > Location > Driver Mobility**



- ▶ Then tap on **Allow only while using the app**.

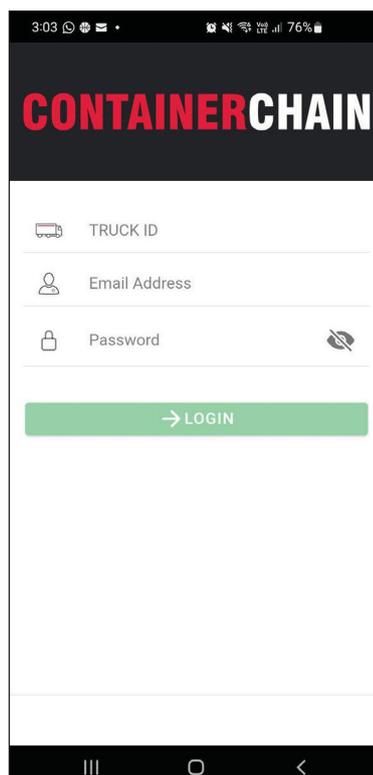


## Login

Login details are available from your dispatcher.

If you are an Owner Driver, enter in your email login and truck details.

If you are having issues logging into the app, please contact CargoWise directly.



## Landing Page

After logging in, you will land on this page, which has three different tabs.

### Pending

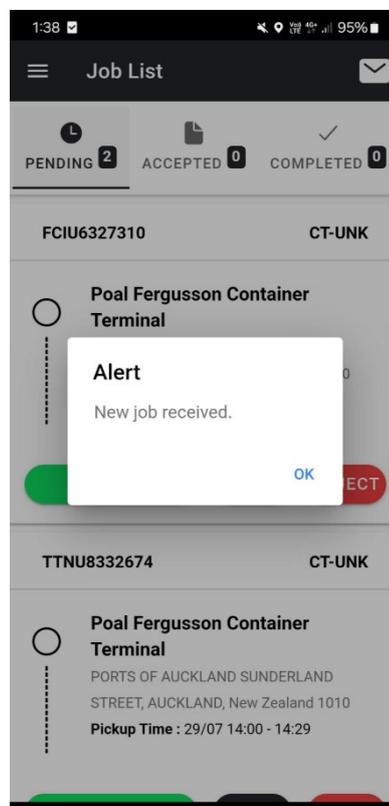
This tab will show you the jobs that are yet to be accepted or rejected.

### Accepted

This tab will show you the accepted jobs that are in progress.

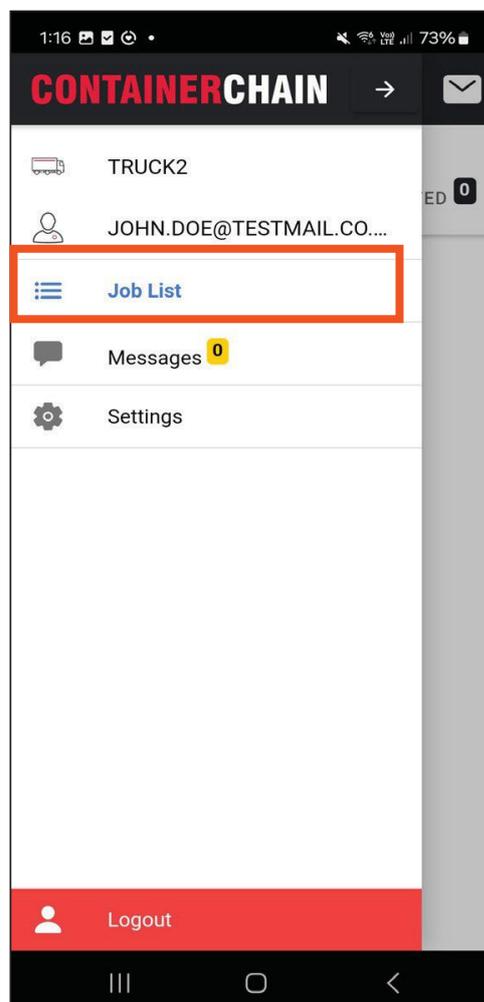
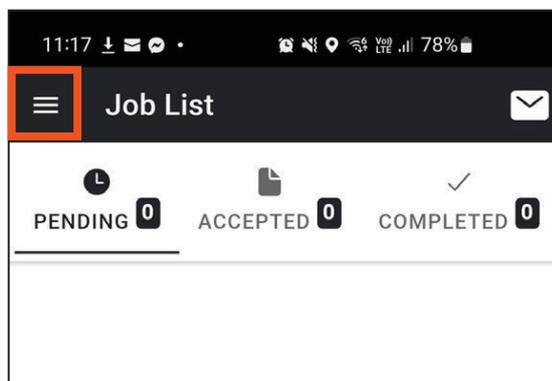
### Completed

This tab will show you all the completed jobs.



## Job List View

To find your jobs tap the three lines on the top left of your screen.



# Accepting the Job



## Receiving/Starting a Job

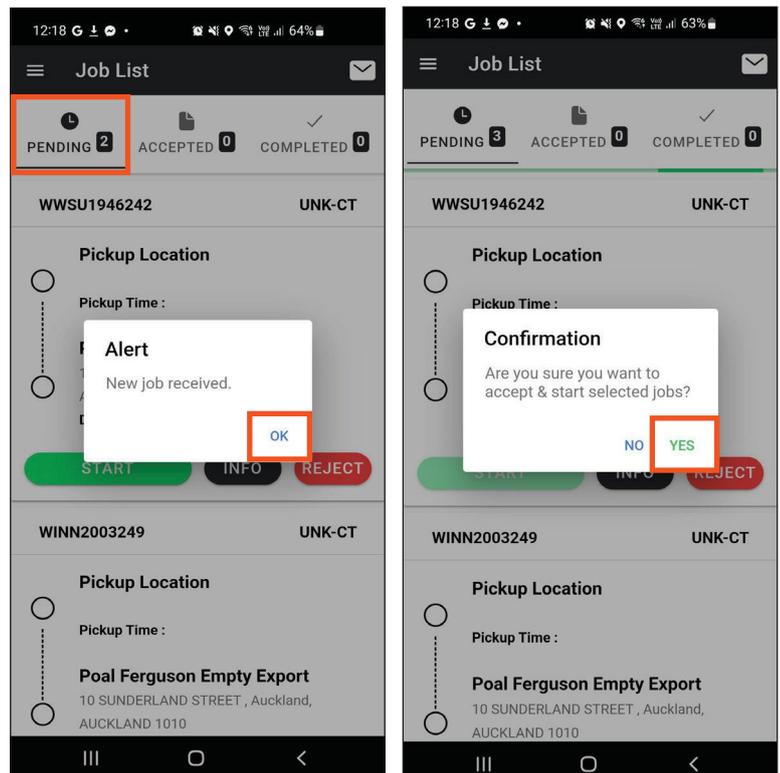
You will receive a pop-up message when you are assigned a job by the dispatcher.

- ▶ Press **OK** to dismiss the prompt.

Select only the job/s that you want to pick up now from the pending tab and tap **START**.

A pop-up message will appear.

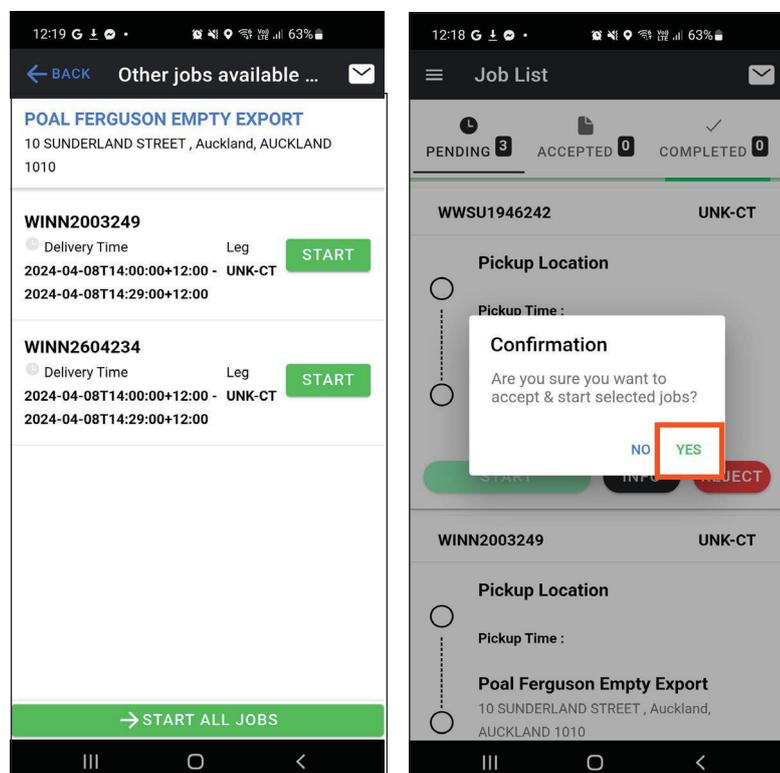
- ▶ Tap on **YES** to accept.



## Confirming Job

- ▶ If you have multiple jobs for the same delivery time, tap **START ALL JOBS**. Otherwise, start the jobs individually.

After selected **YES**, the job will be displayed under the **ACCEPTED** job tab.

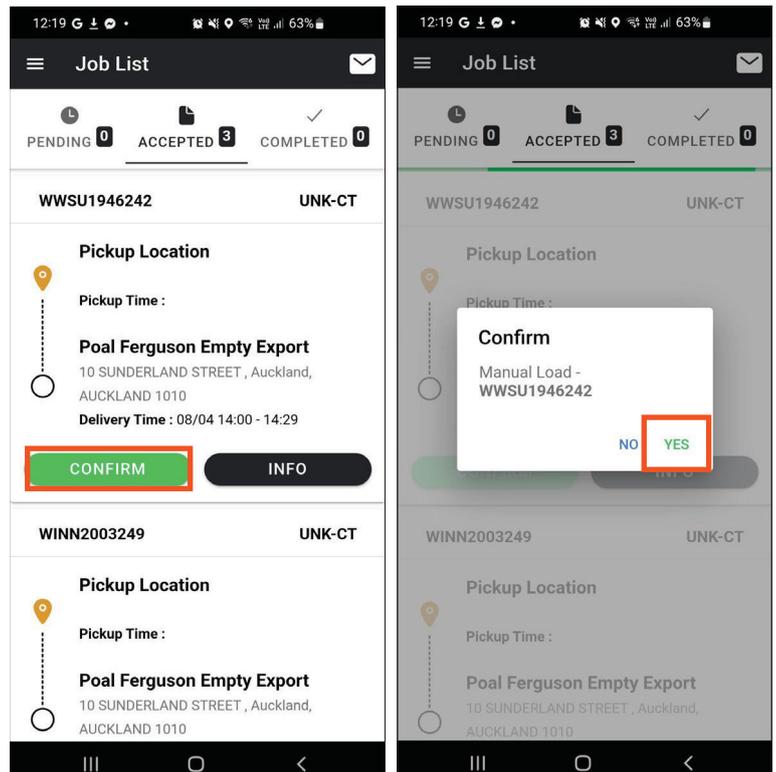


## Pick up Location Arrival

- ▶ After loading the container onto your truck at the pick-up point, tap **CONFIRM** in the **ACCEPTED** tab.

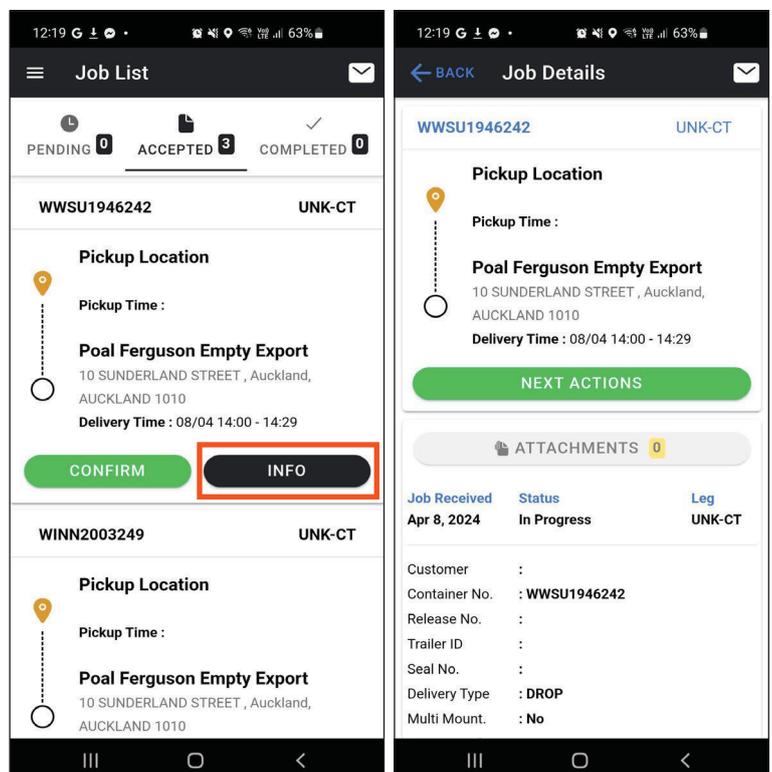
A pop-up message will appear.

- ▶ Select **YES** to confirm.

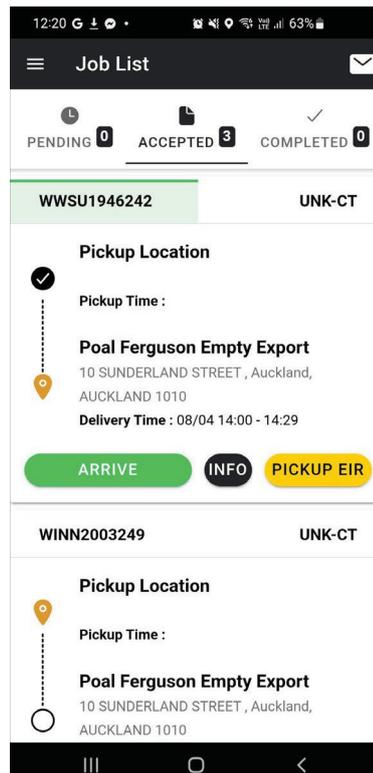


## Job Information

You can view the details of the accepted job by tapping on the **INFO** button.



Once the job is confirmed, you can drive down to the Port.



Please **DO NOT** tap on **ARRIVE** as this is done automatically by the app.

## Rejecting or cancelling a job

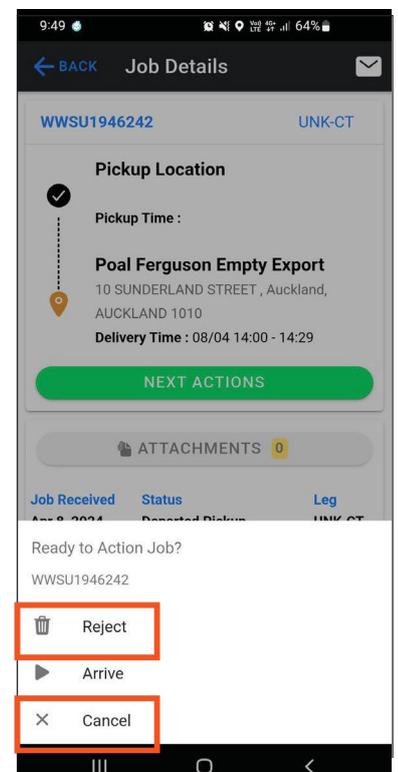
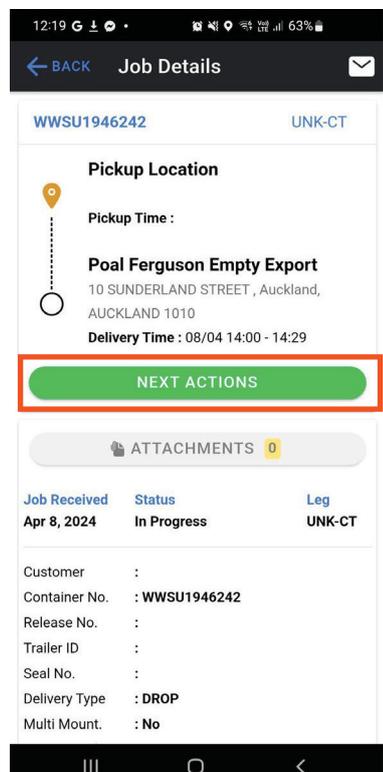
- ▶ Tapping **NEXT ACTION** will open a new screen that allows you to **REJECT** or **CANCEL** the job.

Please **DO NOT** tap on arrive.

- ▶ Choose either **REJECT** or **CANCEL**.

**REJECT:** Will remove the job from your job list.

**CANCEL:** Will close the menu and will take you back to the previous screen.

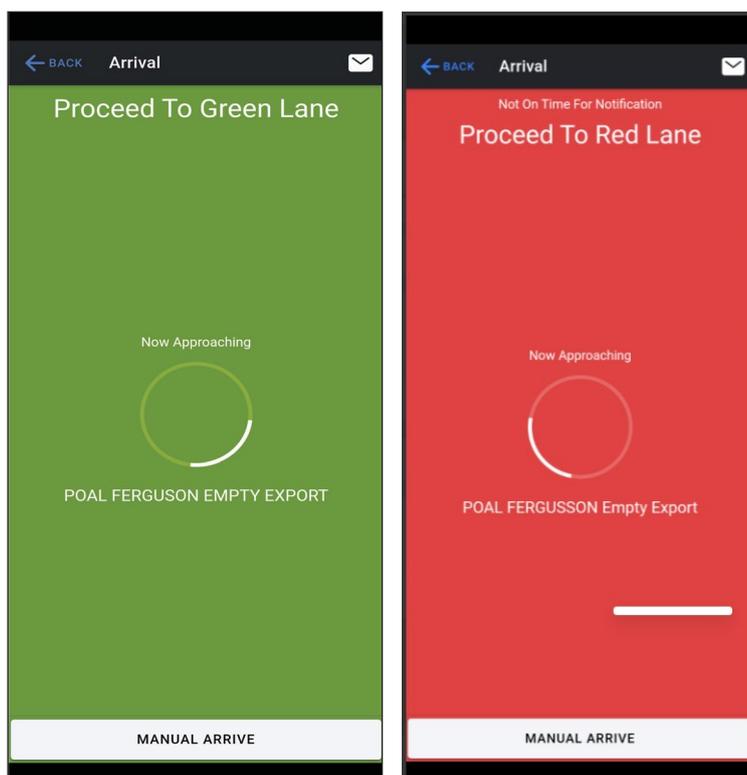


## Arriving at the Port

Please keep the app open at ALL TIMES during the journey.

When you approach the port and past the **first geofence** the screen will either turn **green** or **red**, as shown here.

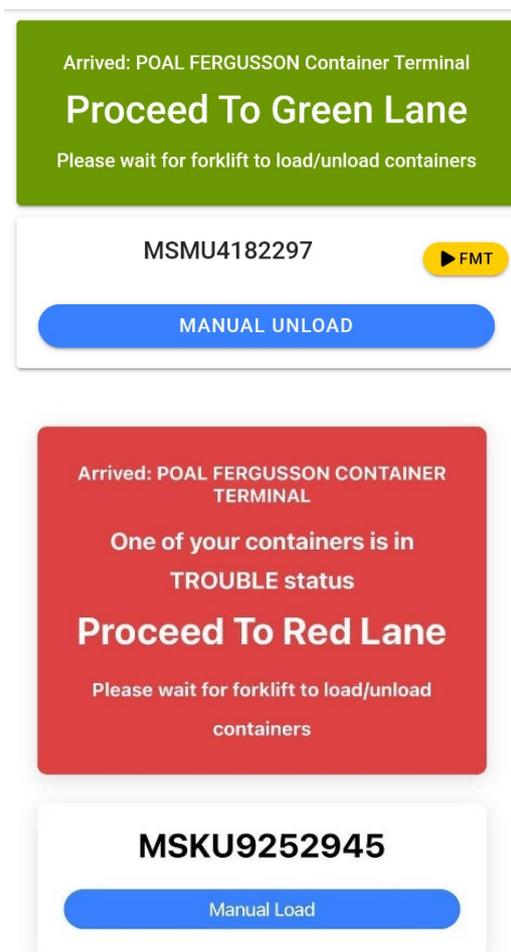
See page 21 for more information about the geofences.



After passing through the **second** geofence, the on-screen notification will update and appear as either **green** or **red**. This screen confirms your arrival at the port.

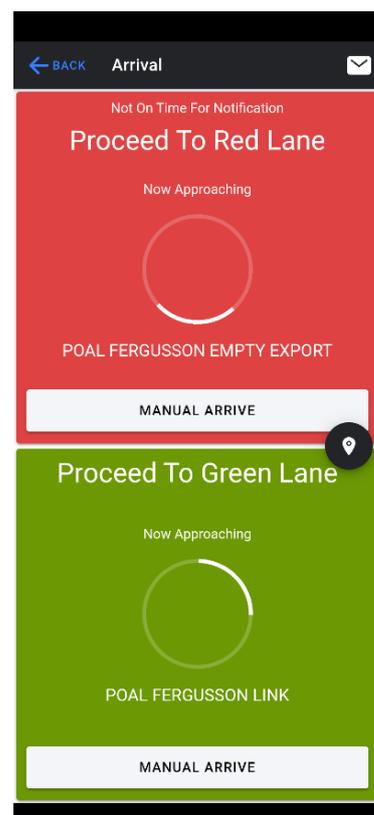
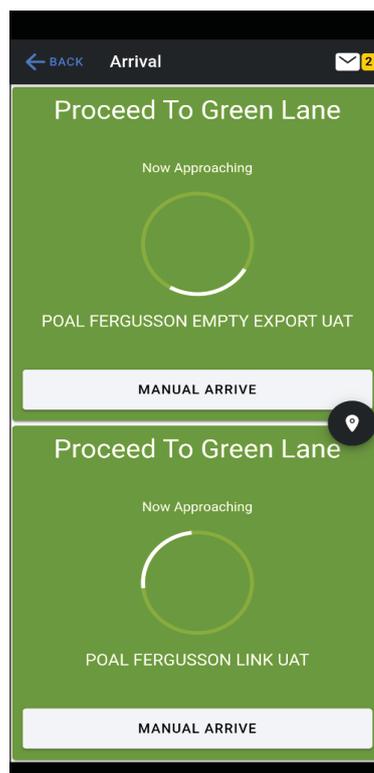
If your notification is **green**, you may go straight to the gate where the eGate kiosk is located.

If you get a **red** screen, park at the truck grid and call the Road Office on 0800 767 800.



When dropping off or picking up multiple containers, the screen will appear as a split screen for each container accepted.

If you receive a red lane and a green lane, proceed to the truck park and contact Drivers Assist on 0800 767 800.



# Arrival at Port of Auckland

The driver **DOES NOT** go to the Pre-Gate Kiosk; process starts at the Gate Kiosk.



## Gate Kiosk

All drivers are required to have a **POAL Security Access Card** to enter any POAL Facility.

- ▶ Select **START** to begin the gate opening process.



- ▶ Select **POAL SECURITY ACCESS**.
- ▶ Tap your POAL card on the black RFID card reader.

If details are correct, the Main Gate opens.

If you receive an error, use the intercom.



## Lane Assignment Kiosk

- ▶ Select **POAL Security Access**.
- ▶ Tap POAL card on the black RFID card reader.



Lane assigned to the driver is displayed.

- ▶ Click **OK** and go to your assigned lane.



## Exchange Kiosk in the Truck Lane

- ▶ Select the preferred language.

INTEG WebExchange eGate cpdd

Lane 3

Please select Language to CONTINUE

English (1) 	Māori (2) 	हिंदी (3) 	ਪੰਜਾਬੀ (4) 	简体中文 (5) 
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- ▶ Go through the safety screens.

INTEG WebExchange eGate cpdd

Please confirm that you are PARKED correctly and that your breaks are ENGAGED.

YES (1) 	NO (2) 
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INTEG WebExchange eGate cpdd

Are all PASSENGERS out of the truck?

YES (1)	NO (2)
---------	--------

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Have you checked the integrity of your Container/s prior to unloading i.e. Doors Secure, Seals Secure, Leakage, Damage?

YES (1)	NO (2)
---------	--------

INTEG WebExchange eGate cpdd

Are your twist locks set in the proper configuration and unlocked?  
If you have any refrigerated containers are they unplugged?  
Are all chains clear of your containers?

YES (1)	NO (2)
---------	--------

► Validate your door direction set up.

Please select your Chassis Profile

Truck Visit: 4545, Exchange Lane: FXG03, Transaction Count: 4, DROP OFF: 2, PICK UP: 2

(1)

(2)

(3)

(4)

(5)

INTEG WebExchange eGate cpdd

Does your Chassis / Trailer have SWINGLIFT?

Truck Visit: 4545, Exchange Lane: FXG03, Transaction: 1 of 4

DROP OFF

LOP Booking	Category	Container Number	ISO Type	Gross Weight [kg]	Door Direction	Position on 40_20 Chassis
POA111	EXPKT	IZUL1234003	2009 - 20'	2999	(7) < FRONT	Truck Front Pins (1)

Door Direction: (7) < FRONT

Container Position on the 40\_20 Chassis: Truck Front Pins (1)

Front Pins (1)  
20' IZUL1234003

Mid Pins (2)

Rear Pins (3)

Trailer

Front Pins (4)

Mid Pins (5)

Rear Pins (6)

Truck Visit: 4545, Exchange Lane: FXG03, Transaction: 2 of 4

DROP OFF

LOP Booking	Category	Container Number	ISO Type	Gross Weight [kg]	Door Direction	Position on 40_20 Chassis
POA111	EXPKT	IZUL1234001	2000 - 20'	2500	BACK > (8)	Trailer Front Pins (4)

Door Direction: BACK > (8)

Container Position on the 40\_20 Chassis: Trailer Front Pins (4)

Front Pins (1)  
20' IZUL1234003

Mid Pins (2)

Rear Pins (3)

Trailer

Front Pins (4)  
20' IZUL1234001

Mid Pins (5)

Rear Pins (6)

INTEG WebExchange eGate cpdd

Once ALL transactions are complete, WAIT for the Straddle to exit the lane and clear the rear gate,

- ▶ Continue through the safety screens.

Do you understand if twist locks are not released correctly, you will be liable for any damages to your truck, the container or the straddle as a result?



YES (1) NO (2)

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THEN press OPEN BARRIER button and SECURE twist locks before you EXIT THE LANE



OK (1)

INTEG WebExchange eGate cpdd

Please press and hold CLOSE BARRIER button until the Truck Barrier is completely closed.



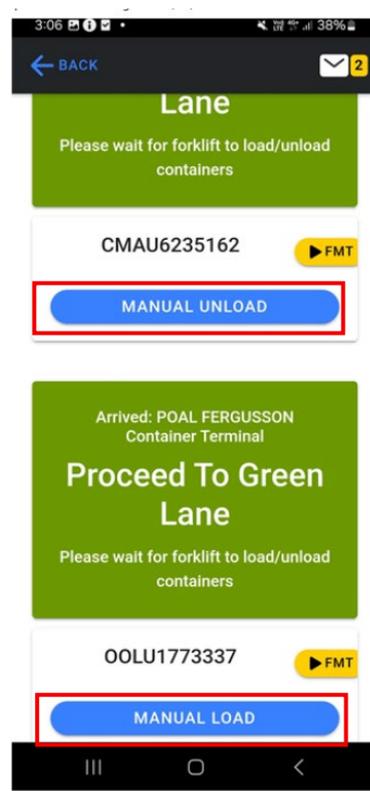
OK (1)

## Complete the port transaction

- ▶ Tap **Manual Unload** for Dropoff jobs
- ▶ Tap **Manual Load** for Pickup jobs

If you leave the screen using the Back button instead of completing the job:

- ▶ The job will remain in the **Accepted** tab and not be in **Completed** in the app



# 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 Reasons

There are several reasons why you may receive a red lane error when using eGate. If you receive a red lane error:

- ▶ Park in the truck park
- ▶ 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

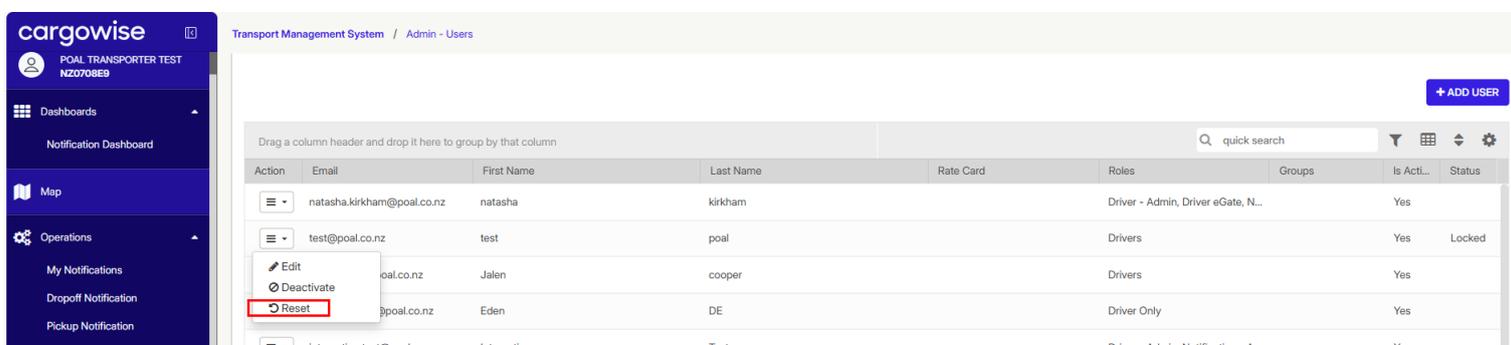
If a driver has previously been linked to another transport company, POAL cannot update their profile directly. To resolve login or profile conflicts, or if a driver is experiencing issues logging in and their account cannot be found, please follow the steps below:

- ▶ Raise a service ticket with **CargoWise** [support@containerchain.com](mailto: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.

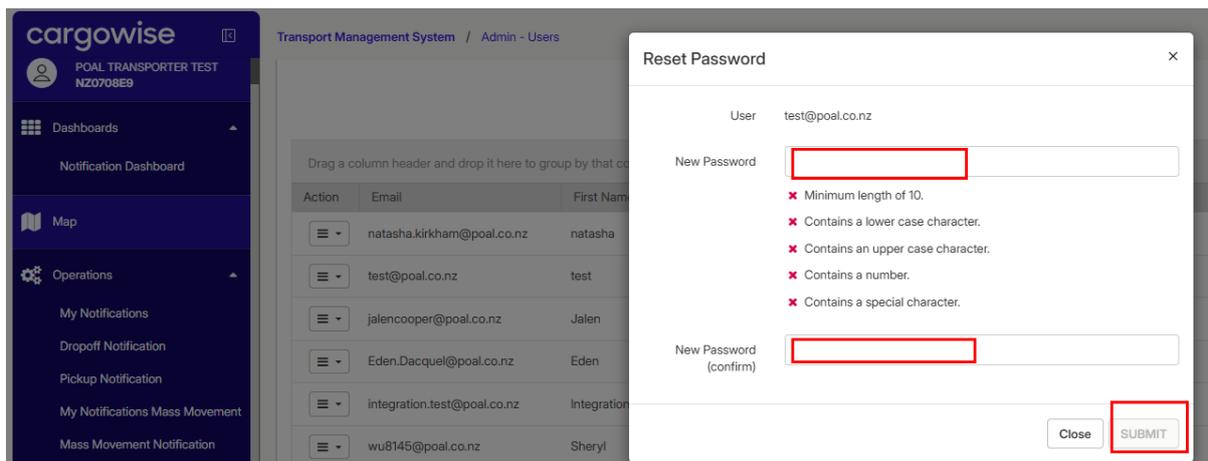
### Resetting a driver's password in CargoWise

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



Action	Email	First Name	Last Name	Rate Card	Roles	Groups	Is Act...	Status
	natasha.kirkham@poal.co.nz	natasha	kirkham		Driver - Admin, Driver eGate, N...		Yes	
	test@poal.co.nz	test	poal		Drivers		Yes	Locked
	oal.co.nz	Jalen	cooper		Drivers		Yes	
	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



- ▶ 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 I see my 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

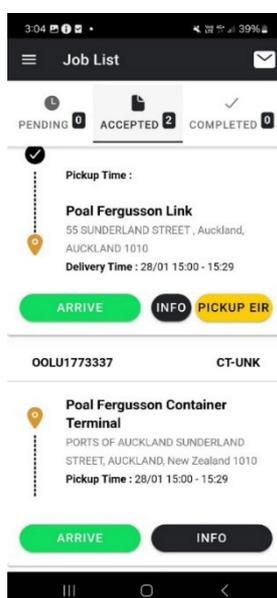
### Drivers can see only the pickup job on eGate (cannot access the dropoff job)

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.



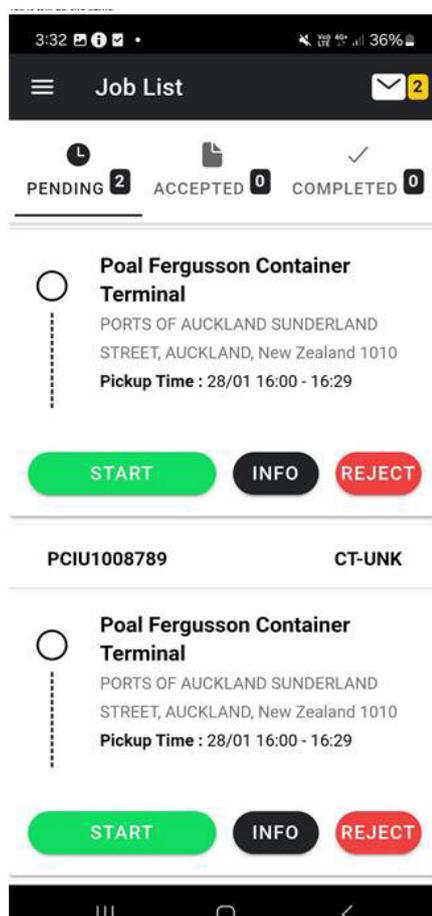
## When collecting two 20ft imports only one job appears on the eGate

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.

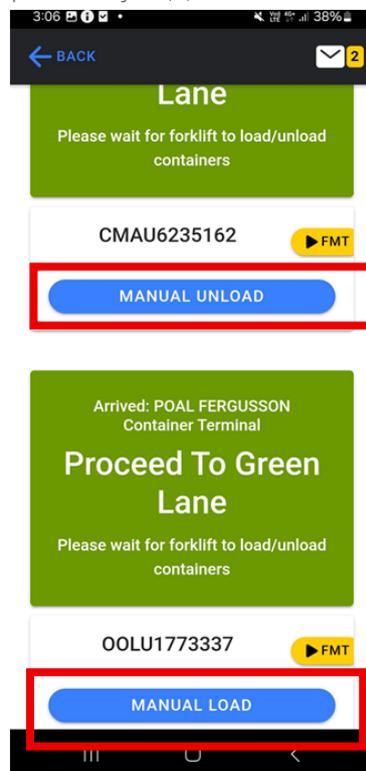


## Jobs are remaining in ACCEPTED instead of showing as COMPLETED after leaving the port

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