

BRIEFING

IN & OUT (HAULAGE) GATES

What is nGen?

nGen stands for Next Generation Terminal Management System and it is a fully integrated platform capable of controlling the entire scope of our operations. nGen has been designed specifically to meet the needs of Hutchison Ports and their customers.

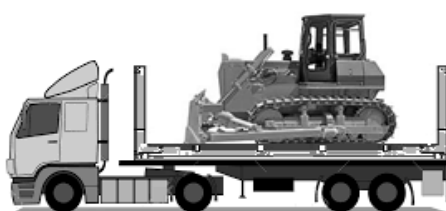
We are implementing the nGen Terminal Operating System to support the continued delivery of excellent service to our customers. Our current Terminal Operating System (CHARTS) is built on old technology which is becoming obsolete and is no longer an efficient system for our operation.

nGen provides us with a stable IT platform for continuous improvement in the future and enables our people to deliver the highest possible performance levels for our customers.

nGen is:

- Developed, refined and proven within the Hutchison Ports Group.
- Used by 21 Hutchison Ports Group Ports throughout the world.
- Currently handling 50% of Hutchison Ports Group global throughput.
- A major investment in the growth of the business.

Working with partners from other parts of the world allows us to identify best practices and share these to mutual, beneficial effect across the whole of the Hutchison Ports Group.



TECHNICAL CHANGES

Although changes for hauliers are minimal, there are some changes that we need you to be aware of when we implement nGen. Please ensure that you read the following information carefully, and contact Customer Service Centre (tel. 01394 604060) should you have any questions.

1. In Gate Process

Vehicle Registration Number

- Gate console software has been enhanced to reduce occasions where incorrect Vehicle Registration Numbers (VRN) are entered by the Driver.
- In future the system will validate the VRN entered with ANPR records holding the registrations of vehicles that have recently entered the Port.
- If the VRN entered is not recognised, the following warning message will be displayed.

Enter VBS Booking No: 9948525

Vehicle Registration (VRN): PHIL01

VRN not recorded at Security Gate - Is VRN correct?

No Yes

- The driver can either accept the entered VRN by selecting “Yes” or amend by selecting “No” and re-entering the correct details.
- This enhancement will reduce out gate delays due to VRN errors as, in future, it will not be possible to amend VRNs at Out Gates.
- Failure to enter a correct VRN will result in the driver being delayed and sent to the Customer Service Centre (CSC) for the error to be corrected.

TECHNICAL CHANGES

1. In Gate Process (continued)

Delivery & Collection Order

- In the future, drivers will be required to either accept or swap container delivery and collection order at gate consoles.
- All deliveries will need to be completed before any collections can be undertaken.
- Once the Driver has selected the order this will determine the strict sequence of how jobs must be completed e.g. 1, then 2, then 3, then 4.
- Below shows what the In Gate console screen will look like in future:

VBS: 1001455 — Reg No.: **PHIL01** — Rhides: 73813

Deliveries must be completed before any collections and all containers must be completed in the order stated below, i.e. 1,2,3,4. Use Swap buttons to change order.

| Deliveries | |
|-------------------------------------------|---------------------------|
| <input type="button" value="Swap Order"/> | 1. CTRU6137120 20ft 16t |
| | 2. KMLU7158250 20ft 2.2t |
| Collections | |
| <input type="button" value="Swap Order"/> | 1. MRKU7120613 20ft 12t |
| | 2. TCLU2507158 20ft 27.3t |

Please check the details above and press Accept

Enhanced Checks

- We are also taking the opportunity to introduce a secondary automated check to avoid unnecessary visits to the Temporary Holding Area (THA).
- The additional check may add a few seconds to the console transaction but the benefit will be fewer visits to the THA and no secondary visits that we sometimes have today.

TECHNICAL CHANGES

1. In Gate Process (continued)

Bundled Flats

- In future it will not be possible to process 'bundles' at In Gates, these will need to be processed via the CSC.
- VBS has been changed to remove the ability for this type of booking to be made meaning that a VBS booking is not required for the delivery of bundled flats.

Simplified Tickets

- In future, the yard location on the console ticket will be simplified to show only the row.
- This change will remove the confusion that some drivers experience when navigating to locations on the Terminals.

Current

Port of Felixstowe
CSC Phone: 01394 604060

Reg No : **YT62EKX**
VBS No : 9451080
Job No : 756
Rhides No : 89385

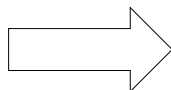
Date : 03/10/17 Time 10:32

INKU6636898
EMPTY ISO : 45G1 Weight : 3.8
Seal : EMPTY

Deliver To :
TTY W 239 J5

TCLU5209012
FULL ISO : 45G1 Weight : 14.4

Collect At :
TTY E104 A3



Future

Port of Felixstowe
CSC Phone: 01394 604060

Reg No : **YT62EKX**
VBS No : 9451080
Job No : 756
Rhides No : 89385

Date : 03/10/17 Time 10:32

INKU6636898
EMPTY ISO : 45G1 Weight : 3.8
Seal : EMPTY

Deliver To :
TTY W 239

TCLU5209012
FULL ISO : 45G1 Weight : 14.4

Collect At :
TTY E104

TECHNICAL CHANGES

2. Temporary Holding Area (THA)

- In future, when a driver is sent to the THA, only the jobs that trigger being sent to the THA will print on the ticket.
- When the driver is released from the THA, the ticket printed at the exit will include all jobs on that VBS booking.
- The selected delivery/collection order will be used to assess THA release criteria. The job selected as sequence 1 will determine how drivers will be released from the THA, i.e. When sequence 1 is able to be serviced, all other jobs will be released.
- Drivers will not revisit the THA after being released on to the terminals.
- Drivers are reminded that release from the THA is via text message only on Berth 8&9 and text and screen on Trinity. It is essential that drivers enter a valid mobile phone number (that they have with them) during the In Gate process.

3. Out Gate Process

- In a change to the current process, at the 'container check' stage of the Out Gate process, nGen does not use job numbers.
- In the future, container details must be retrieved from nGen by either entering the VRN or using RHIDES card numbers.
- Please remember that in future it will not be possible for VRNs to be changed at Out Gates and drivers will be directed to the CSC.

4. Conclusion

- We hope that the changes and enhancements described in this document will provide a more streamlined experience for our haulage customers.
- If you have any questions, concerns or comments, please contact our Customer Service Centre on 01394 604060 or csc@fdrc.co.uk who will be happy to assist.