

WHAT TO DO to avoid delays and ensure security

- Use Lane 26 at the Port entrance (section 75) only for Online Gate transactions/Sherpa. Any “traditional” transaction using the numeric keypad will be refused
- Have all pertinent information for the transaction(s) – eg: drop and/or pick-up
- Follow instructions displayed on screen: language, transport company, transaction type
- Get a ticket per transaction for the terminal you are currently visiting before you enter that terminal
- Scan all ticket(s) for the terminal you are currently visiting at that terminal entrance (stage 2)
- Inside the terminal, if you cannot find your container in the location indicated on your ticket, ask a checker onsite to validate its physical presence before leaving the terminal
- For Assistance at any time, press the call button on all kiosks or wait for security personnel
- Remain in your truck at all times except to indicate the location of your container to the RTG operator