

GATE USERS

Avoid delays and ensure safety:

STAGE 1 (at Pedestal):

- Remain inside your truck at all time. Assistance can be received at the pedestal by pressing the black button
- 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
- Scan Port card at top left corner of pedestal
- Follow instructions displayed on screen: language, transport company, transaction type
- Have the required information readily available
- Get all your ticket(s)
- Select YES if finished inputting all transactions. Select NO if not finished and proceed with next transaction
- Scan your Port card and index finger once all transactions (drop/pick-up) are completed. Gate opens, proceed to terminal entrance (stage 2)
- For a troubled transaction, you get prompted and a gate clerk will assist

STAGE 2

- Get a ticket per transaction for the terminal you are currently visiting before you enter that terminal
- Scan your port card and all ticket(s) related to the terminal you currently visit – eg: drop/pick-up
- Wait while your request is queued
- Ticket prints and gate opens
- For Assistance at any time, press the call button or wait for security personnel

STAGE 3

- Scan your port card and all ticket(s) related to the terminal **only once**
- Wait while your request is queued
- Keep your port card and ticket(s) on hand if required
- Ticket prints and gate opens
- For Assistance at any time, press the call button or wait for security personnel

Never get out of your truck unless asked by security personnel