



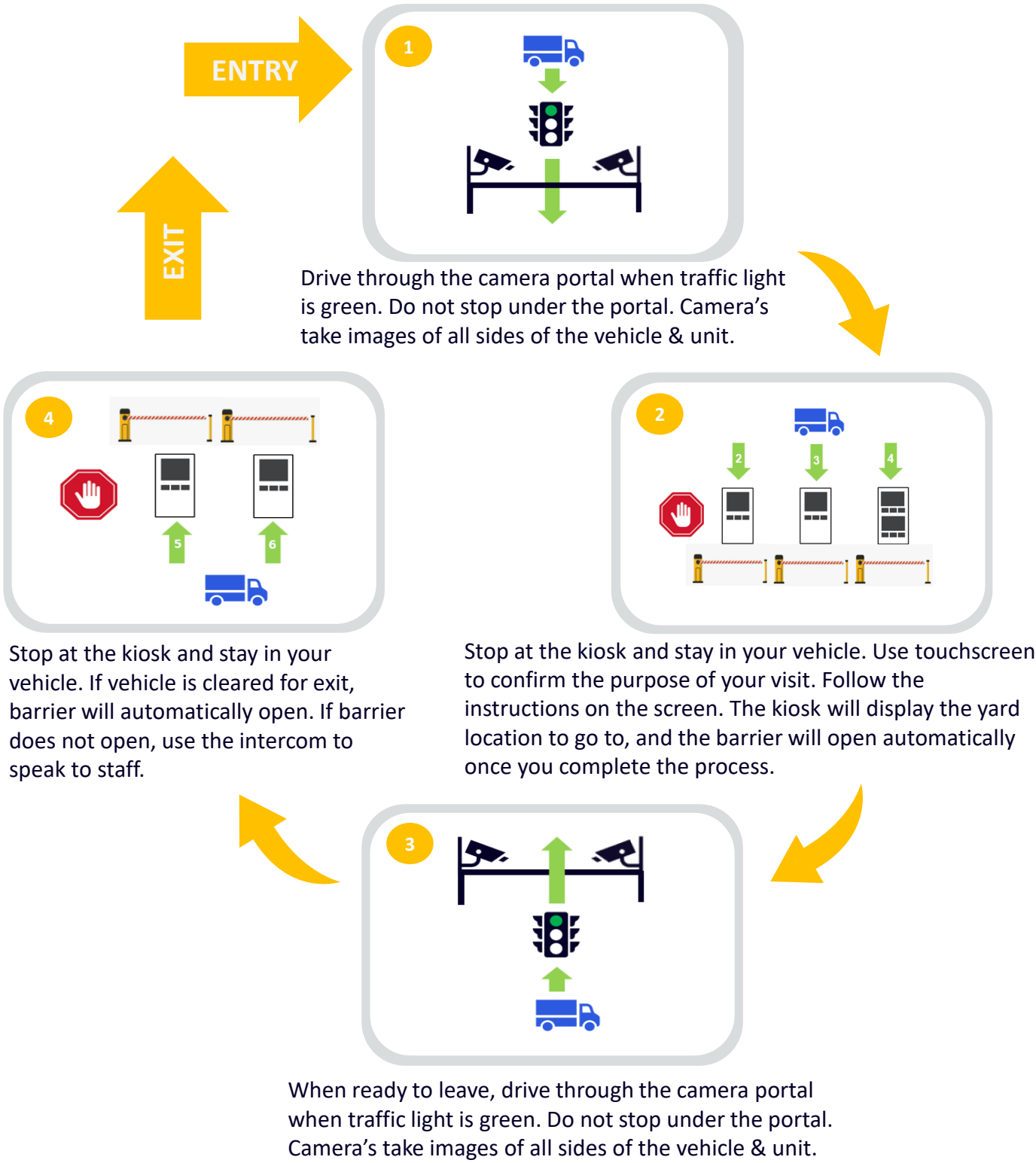
Auto-Gate Zeebrugge

Process Summary



Auto-Gate Summary

There are 4 steps to entering and exiting P&O Ferries Zeebrugge terminal using the Auto-Gate.



IMPORTANT INFORMATION

- The Unit ID being dropped off must have a valid booking for sailing or storage unless it is for the train – drivers will be asked to exit if a required booking is missing
- All export units must have the customs documents pre-submitted – drivers will be asked to exit if customs documents are missing
- For the train, the driver must have the CMR, and DGN where applicable
- Drivers collecting empty units must bring the pin code/release code and company code
- Vehicles must collect the unit stated on the booking or declared at the in-gate kiosk. Units that do not match will be automatically stopped at the out gate.
- All drivers must scan their ID for port security. Permitted ID's are: National Identity card or Passport.

HOW TO GET HELP



If you need help at any time, please use the intercom to speak to a member of staff.

If you hear a voice coming from the kiosk, this is a member of the gate staff helping you – please listen to their instructions.

Press the red button to call the gatehouse.



Drop-off a unit

1

Select language

Deutsch English Español Français Magyar Nederlands Polski Română Svenska Русский Українська

To get started, choose your language

2

Confirm Drop-off

Booking no 19881314

Unit number 3582QS

Route Zeebrugge - Tilbury

Departure 02/05/2025 23:00

Confirm

Booking is automatically retrieved. Check Unit ID is correct. Press 'Confirm'

3

Are you also picking up a unit?

No Yes

Confirm if you also need to pick up a unit

4

Drop-off inspection

Staff will manually inspect your drop-off, please wait for assistance

Back

If the cargo is hazardous or for the train, a manual inspection is required. Wait for inspection

5

ID scanner

Scan your passport, identity card, or driver's license

Scanner status Waiting

Close

Scan your ID – once your details are displayed on the screen, press 'Check-In'

If there is a passenger in your vehicle, press 'Add Passenger' to scan their ID. It is mandatory for every person entering the terminal to scan their ID

6

Thank you, please drive in

Drop-off 19881314

Validation of export documents was successful

Print details

The yard location where the unit must be dropped will be displayed on the screen

To print a receipt, press the 'PRINT' button

Barrier will automatically open

BOOKING NOT FOUND

Please note

High visibility vest and safety footwear must be worn

30 km/h speed limit

Accept

If booking not found, read safety instruction & press 'Accept'

Choose task

Drop-off & Pick-up (Combined/Both)

Unit drop-off

Unit Pick-up

Check-in to sailing

Back

Select 'Unit drop-off' from the menu

Select drop-off type

Booking

Rail

Back

Select an option:

- 'Booking' if unit is for Sailing or Storage
- 'Rail' if the unit is for the Train

SAILING / STORAGE

TRAIN

Enter details for Drop-off

Unit number Enter number

Back

Enter Unit ID and press 'CONFIRM' to retrieve booking

Enter details for Drop-off

Unit type

Unit number Enter number

Trailer

Container

Swap Body

Lift Tank

Back

Select unit type from list. Type in Unit ID. Give the inspection staff the CMR and DGN (where required)

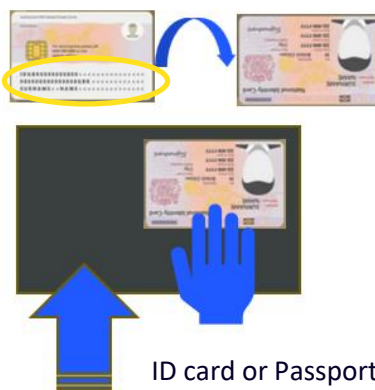
Enter details for Pick-up

Unit number Enter number

Back

Enter Unit ID and press 'CONFIRM'

HOW TO SCAN ID



1. Place ID in scanner with code face down touching the scanner

2. Hold still until your details appear on the kiosk screen



If you need help, please use the intercom to speak to a member of staff.

Press the red button to call the gatehouse.



Pick-up a Unit

1

Select language

Deutsch English Español Français Magyar Nederlands Polski Română Svenska Русский Українська

To get started, choose your language

2

Please note

High visibility vest and safety footwear must be worn

30 km/h speed limit

Accept

Read safety instruction & press 'Accept'

3

Choose task

Drop-off & Pick-up (Combined/Both)

Unit drop-off

Unit Pick-up

Check-in to sailing

Back

Choose option 'Unit Pick-Up'

4

Select pick-up type

Full

Empty

Shunt

Back

Choose option 'Full' or 'Empty'

5

Enter details for Pick-up

Unit number

Container/trailer number

Back

Confirm

Enter Unit ID to retrieve the booking

Check Unit ID is correct. Press 'Enter Driver Details'.

6

Confirm Pick-up

Booking no 39096987

Unit number 16969S

Route Tilbury - Zeebrugge

Arrival 02/05/2025 23:00

Back

Add task

Enter driver details

If unit is not ready for collection e.g. not customs cleared, a message will be displayed.

7

ID scanner

Scan your passport, identity card, or driver's license

Scanner status Waiting

Driver details

Please scan your ID (driver's license or passport)

First name DAVID

Last name JASON

Date of birth 13/12/2000

Back

Add passenger

Confirm

Scan ID. When your details are displayed on the screen, press 'Confirm'

8

Thank you, please drive in

Pick-up 13253757 Area A

Print details

The yard location where the unit must be collected will be displayed on the screen.

To print a receipt, press the 'PRINT' button.

Barrier will automatically open.

IF REQUESTED

Truck's registration number missing

ENTER

Camera failed to recognize your truck license plate, type it to continue

If camera could not read vehicle registration, type it in. Press 'Confirm'

Enter details for Pick-up

Release code

Company code

Back

Confirm

Type in:

- PIN code e.g. 1234
- Company code e.g. POFM

Press 'Confirm'

Select unit type

Enter Trailer ID / Unit ID

Container

Back

Choose option:

- To collect a specific unit or trailer
- Choose 'Enter Trailer ID / Unit ID'
- Otherwise choose 'Container'

UNIT ID

CONTAINER

Enter details for Pick-up

Unit number

Container/trailer number

Back

Confirm

Type in the Container or Trailer number

Choose the required container type and size

Tank 25'

Container 40'

Container 20'

Swap Body 30'

Back

Add task

Confirm

Choose box type and size

Press 'Confirm'

Add details

Vehicle nationality

Back

Add task

Enter driver details

If camera could not read vehicle nationality, select it from the drop-down list. Press 'Enter Driver Details'

HOW TO SCAN ID



1. Place ID in scanner with code face down touching the scanner.

2. Hold still until your details appear on the kiosk screen

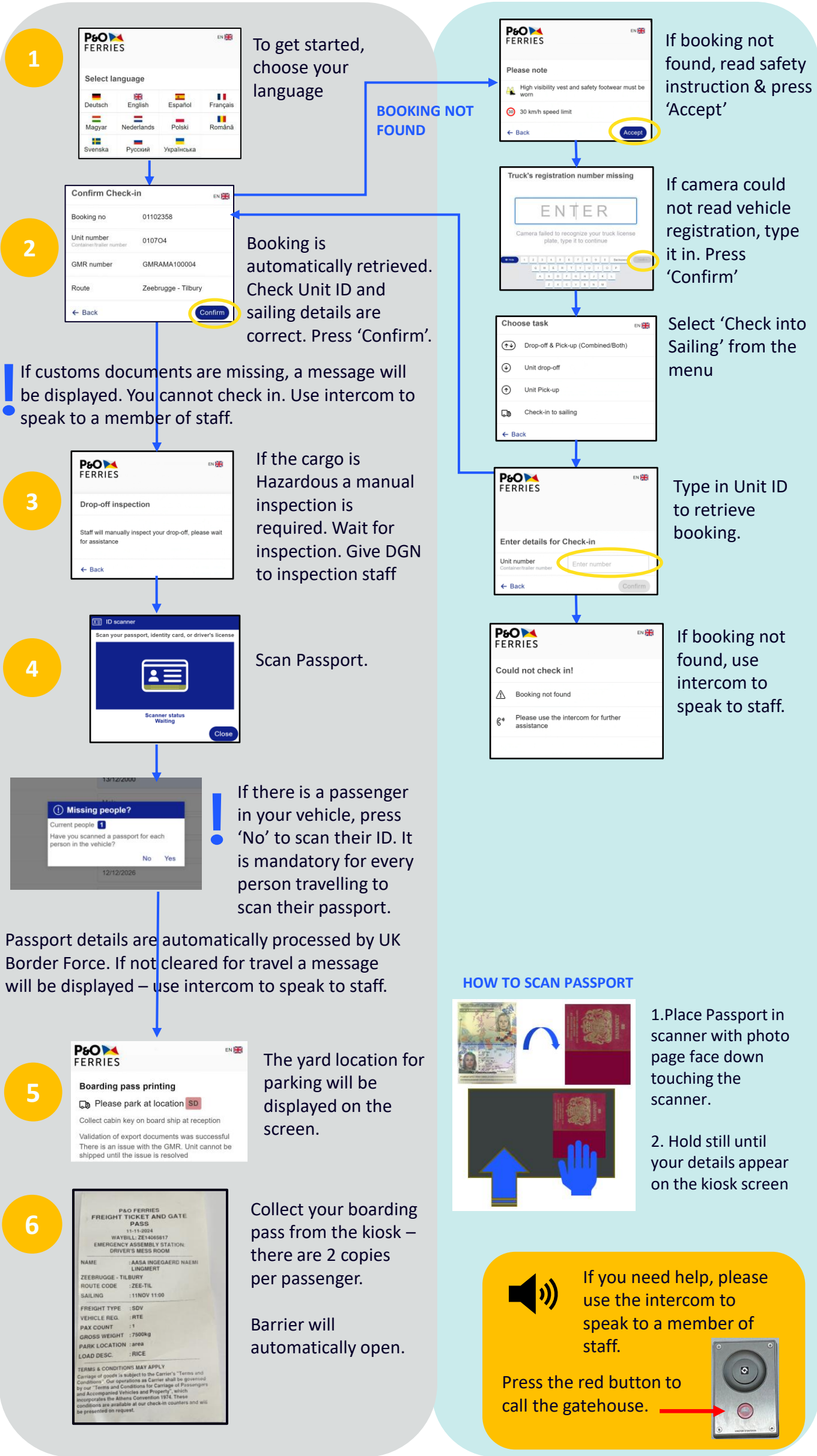


If you need help, please use the intercom to speak to a member of staff.

Press the red button to call the gatehouse.



Check In for a Sailing (SDV)



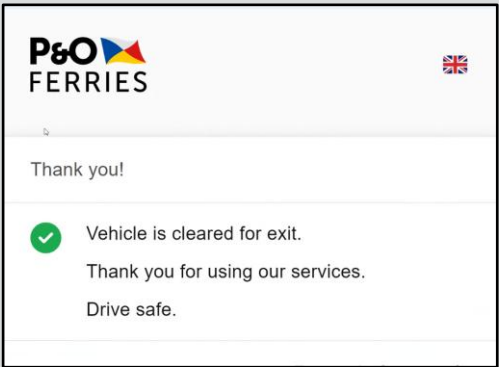
Gate Out

1

The vehicle is automatically checked against the terminal visit to confirm if cleared for exit. The following checks are conducted:

- If the vehicle should be laden or empty and if laden, whether the correct unit has been collected
- If any holds have not been released e.g. import customs documents
- If passport check has been completed for SDV's
- If correct type of empty unit has been collected
- Records the empty unit ID

CLEARED FOR EXIT



If the vehicle is in the correct status, the barrier will open automatically.

If not, a message will be displayed to the driver on the kiosk screen, and the driver can speak to staff using the intercom.

NOT CLEARED FOR EXIT



If the vehicle is not as expected, a message will be displayed to the driver. (Change the language by pressing on the flag in the top right corner.)

The barrier will not open.

Use the intercom to speak to a member of staff.



If you need help, please use the intercom to speak to a member of staff.

Press the red button to call the gatehouse.

