

# Fastgate



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# What is the FASTGATE system?

# How does it work?

1. The driver will drive through the camera portal which will take images for the vehicle and unit/cargo from all angles.



2. The ANPR system will retrieve the booking and display the booking details on the Check-in kiosk screen



3. The driver will use the interactive screen in the kiosk, following the instructions to gate in or gate out. A boarding card ticket will be printed from the kiosk for self-drive vehicles – the ticket contains a QR code that can be scanned on board to print the cabin keycard.

Confirm Drop-off	
Booking no	EU01827621
Unit number <small>Container/trailer number</small>	FSG12T001
GMR number	<input type="text" value="Input GMR number"/>
Route	Europoort - Hull
<a href="#">← Back</a>	<a href="#">Confirm</a>

# Cabin keycard printing for self-drive units

The driver will scan their boarding card ticket at one of the on board kiosks, and the kiosk will print the cabin keycard. The kiosks are located in the reception area.





# Camera portal images

The camera portals are positioned at each entry and exit gate and over the rail track.

The images from the camera portals will be used to:

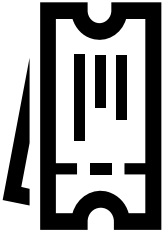
- 1) Automatically retrieve the booking in the Fastgate (road traffic)
- 2) Maintain a record of the condition of the vehicle/unit.
- 3) Record the actual size dimensions of each vehicle/unit



ID	Time Stamp	Checkpoint	Permit...	First ...	Surma...	Comp...	Front License Pl...	Rear License Plate	Container 1	Container 2	Contai...	Contai...	Speed...	Trailer...	Unit D...	Comm...
1018	30.11.2023 17:40:41	OUT2					LB9933	ON50XL	FMCE0073634				15	Yes	Yes	
710	30.11.2023 12:25:48	OUT1					LOU910	ON82VX	FMCE0073233				9	Yes	Yes	
993	30.11.2023 18:40:51	IN3					LOU910	ON82VX	FMCE0073233				0	Yes	Yes	
1077	30.11.2023 17:45:18	OUT1					IS34PLN	ONG1VL	FMBU0108920				6	Yes	Yes	
702	30.11.2023 12:13:32	IN1					15BLB3	OP27ZR	FMBK0067971				5	Yes	Yes	
837	30.11.2023 15:53:44	OUT2					71BHK8	OP78ZG	FMBK0067349				12	Yes	Yes	
909	30.11.2023 20:23:59	IN1					MGH031	OP77ZG	FMBK0067333				13	Yes	Yes	
822	30.11.2023 15:35:19	OUT2					268TF2	OP72ZG	FMBK0067288				18	Yes	Yes	
713	30.11.2023 12:38:15	OUT1					KOF026	OP72ZG	FMBK0067056	03082			8	Yes	Yes	
1061	30.11.2023 16:48:36	OUT1					LTE307	ON74XD	FMBK0063174	063174			10	Yes	Yes	
873	30.11.2023 16:30:05	OUT2					WGM5516J	ON11VV	FMBK0062732				8	Yes	Yes	

# What is the new process?

# Key process changes



## BOOKINGS



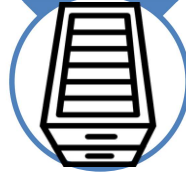
A valid booking is mandatory for entry to the port (except for empty units being collected or dropped off for storage)



Bookings cannot be created or changed at the port. Units must travel as booked



Rail bookings: Can be made by contacting the freight booking office (and soon via EDI)



Storage bookings: Can be made via the freight booking office



Booking process:

- 1) Make booking
- 2) Enter customs details in P&O Customs Portal
- 3) Submit documents to Portbase customs portal

Payments:

- No payments to be taken at the Fastgate
- Occasional payments will be made at the freight office





## GATE IN – LADEN UNACCOMPANIED



Vehicles drive through camera portal, images taken of all sides of the vehicle/unit



Booking retrieved via ANPR using either vehicle registration or Unit ID. Driver confirms the job details displayed on the screen.



Driver scans their passport or driver's licence for port security.



Kiosk displays location for drop off or collection. Driver can select to add another job.



Barrier opens automatically



No booking – barrier will be opened by staff to let the vehicle exit the terminal

ANPR did not retrieve booking – driver can enter the Unit ID or Booking Reference into the kiosk screen

Unit for collection not cleared customs – barrier will be manually opened to let the vehicle exit the terminal

Passport not cleared for UK entry – barrier will be manually opened to let the vehicle exit the terminal

Driver needs help – use the intercom to talk to a member of staff

Hazardous – use the designated lane  
Out of gauge – driver wait for assistance



## GATE IN – LADEN ACCOMPANIED



No booking – barrier will be opened manually to let the vehicle exit the terminal

ANPR did not retrieve booking – driver can enter the Unit ID or Booking Reference into the kiosk screen

Unit for collection not cleared customs – barrier will be manually opened to let the vehicle exit the terminal

Passport not cleared for UK entry – barrier will be manually opened to let the vehicle exit the terminal

Driver needs help – use the intercom to talk to a member of staff



Vehicles drive through camera portal, images taken of all sides of the vehicle/unit



Booking retrieved via ANPR using either vehicle registration or Unit ID. Driver confirms job or selects from jobs listed



Driver scans their passport for UK border controls.



Boarding pass ticket is printed – contains cabin number and QR code



Kiosk displays location for parking in the departure lane.



Barrier opens automatically



On board ship, driver goes to kiosk in reception area to scan QR code to print cabin keycard



## GATE OUT - LADEN



Vehicles drive through camera portal, images taken of all sides of the vehicle/unit



Booking retrieved via ANPR. Unit ID checked against booking to confirm correct unit



Customs clearance confirmed



Barrier opens automatically

Unit does not match booking – barrier will be opened manually to let the vehicle exit and re-enter the terminal

Unit not cleared customs – barrier will be manually opened to let the vehicle exit and re-enter the terminal

Driver needs help – use the intercom to talk to a member of staff



## GATE IN - EMPTY



Vehicles drive through camera portal, images taken of all sides of the vehicle/unit



Driver enters pin code and company code and selects: drop or collect, required unit type and size



Driver scans their passport or driver's licence for port security



Kiosk displays location for drop off or collection.



Barrier opens automatically

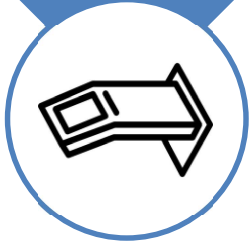
## Key process changes



### GATE OUT - EMPTY



Vehicles drive through camera portal, images taken of all sides of the vehicle/unit



System records Unit ID collected, or confirms no unit



Barrier opens automatically



# Kiosk Flow: Gate In

# In-Gate: Booking automatically retrieved (START)

When the vehicle drives through the camera portal, the booking will be retrieved using the Unit ID or vehicle registration number. When the driver stops at the kiosk they will see the below screen.



The driver must press the 'Confirm' button to proceed.

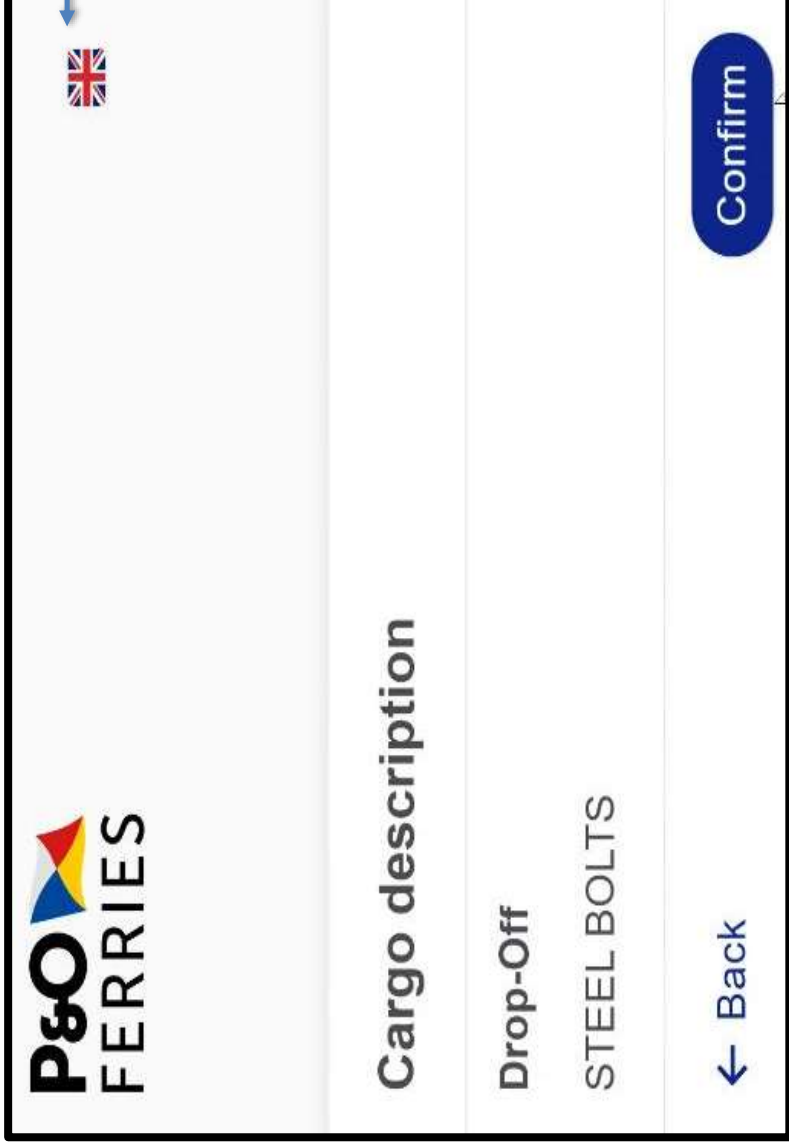
Confirm Drop-off	
Booking no	EU01827621
Unit number <small>Container/trailer number</small>	FSG12T001
GMR number	<input type="text" value="Input GMR number"/>
Route	Europoort - Hull
<a href="#">← Back</a>	<a href="#">Confirm</a>

# In-Gate: Booking automatically retrieved

The kiosk displays the cargo description.



The driver must press the 'Confirm' button to proceed.



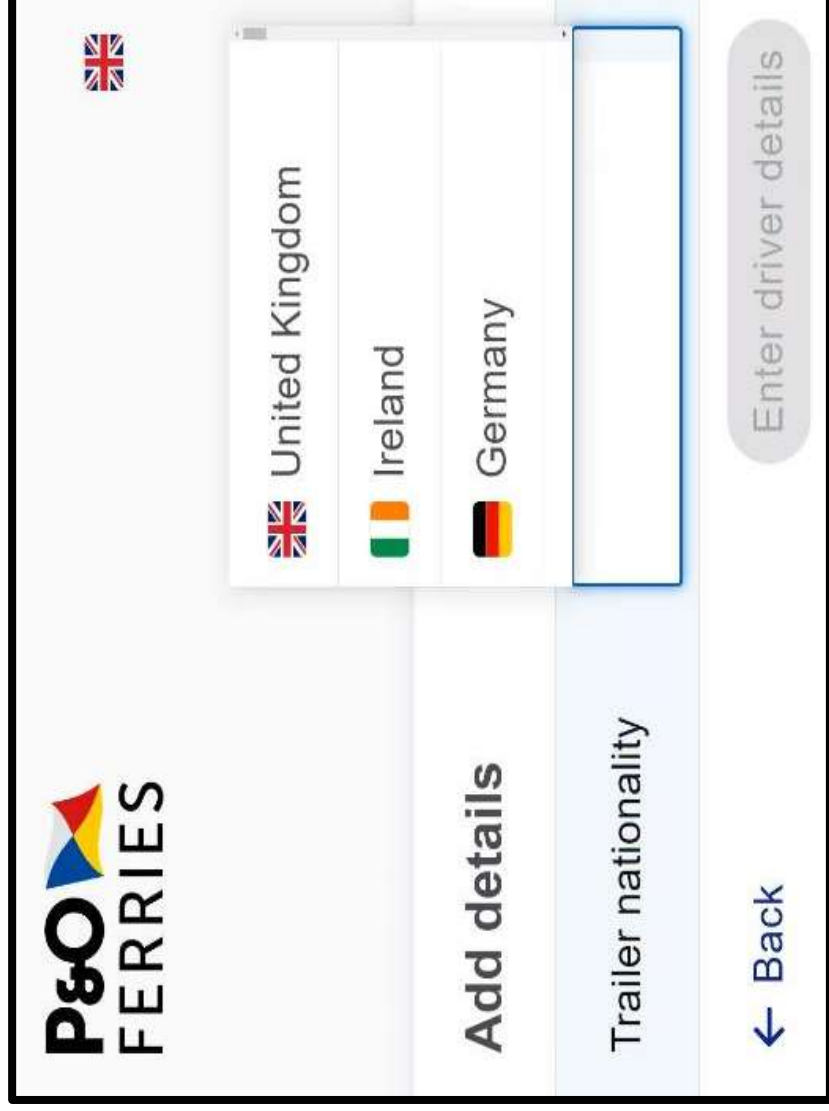
The kiosk display language can be changed by clicking on the flag on any page

# In-Gate: Booking automatically retrieved

For border regulations the system will record the nationality of the unit/trailer. The driver can select the nationality from the list.



The driver must press the 'Enter driver details' button to proceed.



The screenshot shows the P&O FERRIES mobile application interface. At the top left is the P&O FERRIES logo. Below it is a section titled 'Add details'. Underneath, there is a label 'Trailer nationality' followed by a dropdown menu. The dropdown menu is open, showing three options: 'United Kingdom' with a UK flag, 'Ireland' with an Irish flag, and 'Germany' with a German flag. At the bottom left of the screen is a '← Back' button, and at the bottom right is an 'Enter driver details' button.

# In-Gate: Booking automatically retrieved

All drivers entering the terminal must provide their ID so that there is a record of all people entering the terminal. The driver can scan their driver's license or their passport, or can type in the details using the kiosk touchscreen. If the driver would like to receive a text message containing the location of the drop-off or pick-up on the terminal they can enter their phone number. (The drop-off or pick-up location is also displayed on the kiosk screen). The driver's details are added to the terminal visit in TOS.



The driver must enter their personal details or scan their ID.

The driver should add their phone number if they wish to receive a text message containing the drop-off/pick-up location on the terminal.

### Driver details

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

First name	<input type="text"/>
Last name	<input type="text"/>
Date of birth yyyy-mm-dd	<input type="text"/>
Mobile phone <small>Optional</small>	<input type="text" value="UK"/> +44 - <input type="text"/>

← Back   Add passenger (+)   Check-in (✓)

Text messages sent to the driver will arrive from sender 'POFerries'.

Welcome to P&O  
Europort. Please drop  
unit FSGT033 at area A.  
Drive safe, P&O  
Europort!



# In-Gate: Booking automatically retrieved (END)

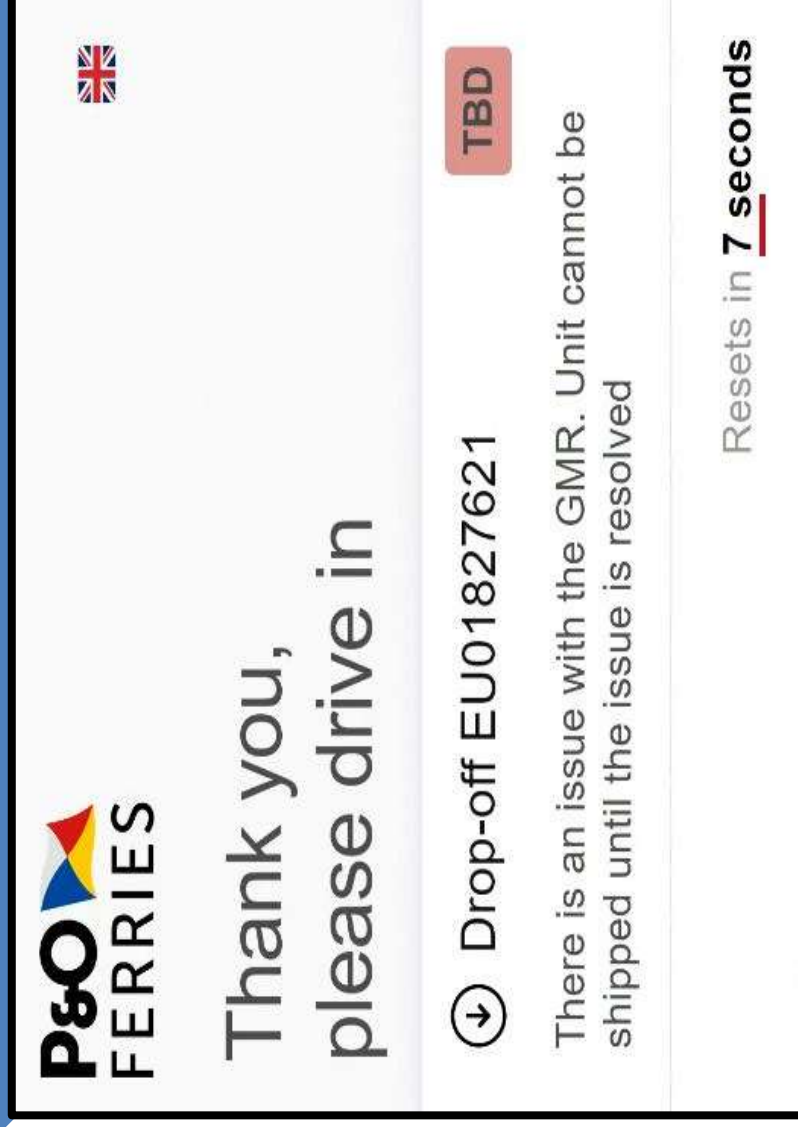
The final page in the kiosk flow provides the driver with the drop-off or pick-up location in the terminal.

If the booking has a GMR, the status of the GMR will be displayed on this page for the driver's reference. Units will be able to enter the terminal, but will not be shipped until the GMR has been successfully validated. The freight office will need to contact the haulier.



The driver must pay attention to the location displayed on the screen so they know where to drop-off or pick-up the unit.

The driver should be advised of the status of the GMR.



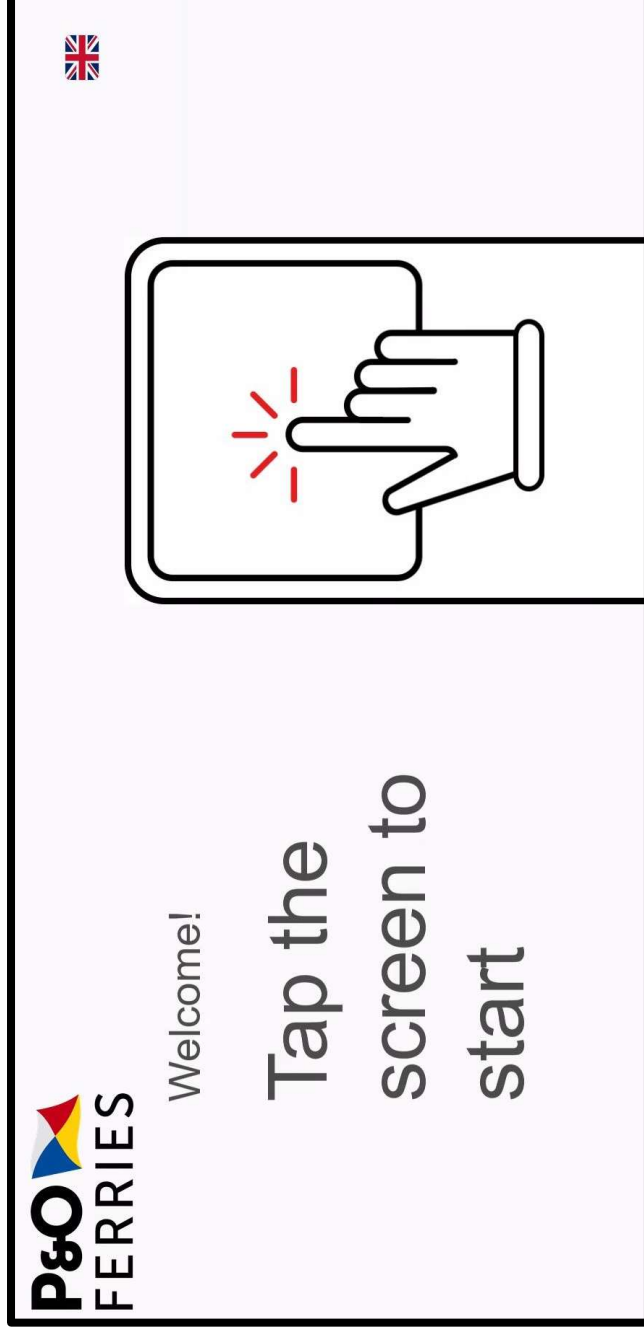
The screenshot shows a kiosk display with the P&O FERRIES logo and a UK flag in the top left. The main text reads "Thank you, please drive in". Below this, there is a red button labeled "TBD" and a message: "⬇ Drop-off EU01827621 There is an issue with the GMR. Unit cannot be shipped until the issue is resolved". At the bottom right, it says "Resets in 7 seconds".

# In-Gate: Booking manually retrieved (START)

When the vehicle drives through the camera portal, the booking will be retrieved using the Unit ID or vehicle registration number. However, if the Unit ID or vehicle registration was not recognised in the system or could not be read by the camera, when the driver stops at the kiosk they will see the below screen.



The driver must tap the screen to start the kiosk flow.




# In-Gate: Booking manually retrieved


When manually retrieving a booking, the kiosk will display a health and safety reminder to the driver.




A health & safety message is displayed to the driver. The driver must press the 'Accept' button.



**Please note**

 High visibility vest and safety footwear must be worn

 30 km/h speed limit

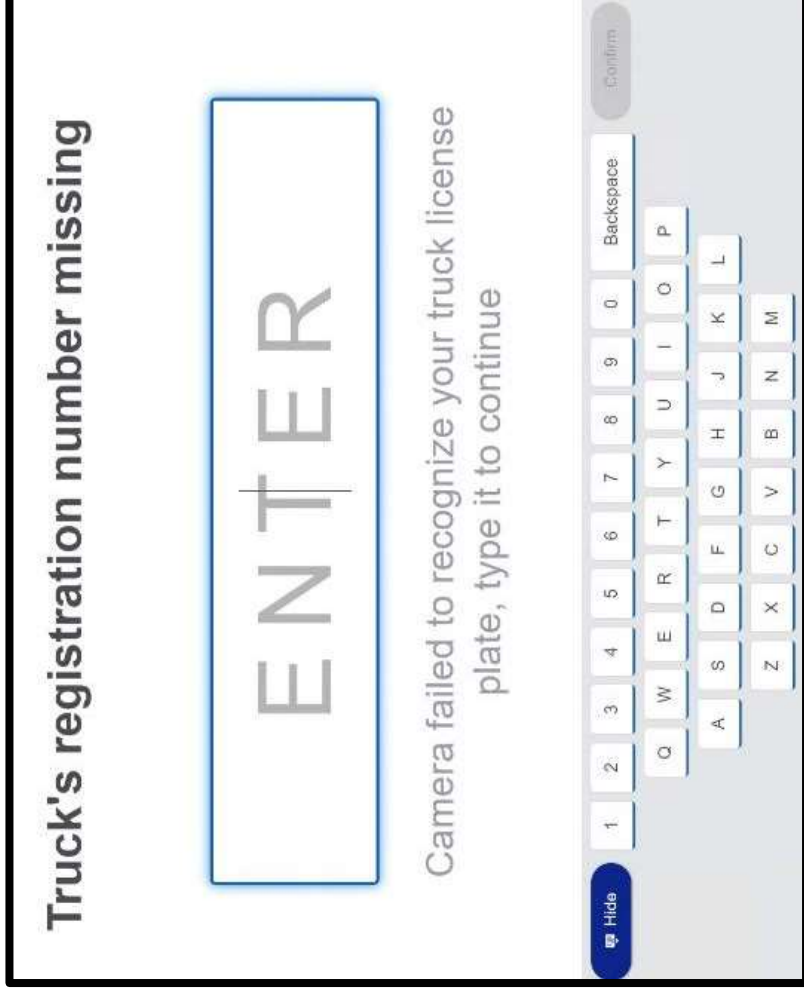
[← Back](#) [Accept](#)

# In-Gate: Booking manually retrieved

As the camera may not have been able to read the vehicle license plate, the driver must type it in so that the vehicle registration is recorded on the terminal visit.



The driver must enter their vehicle registration number and press the 'Confirm' button to proceed.



# In-Gate: Booking manually retrieved

The kiosk will ask the driver to select whether they are dropping off a unit, collecting a unit or doing both.



The driver must select which activity they are here to complete.

The screenshot shows a kiosk interface with the P&O FERRIES logo at the top left and a UK flag at the top right. Below the logo is the heading "Choose task". There are three main options, each with a circular icon containing a symbol: "Unit Pick-up" with an upward arrow, "Unit Drop-off" with a downward arrow, and "Drop-off & Pick-up (Combined/Both)" with a combined up-and-down arrow. At the bottom left is a "Back" button with a left-pointing arrow.



# In-Gate: Booking manually retrieved

The kiosk will display some advisory information to the driver to remind them to use the correct lane. Hazardous goods and plug-ins should use lane 1 so that documentation, HAZ labels etc can be checked by a member of staff.



The driver must press the 'I understand' button to proceed.

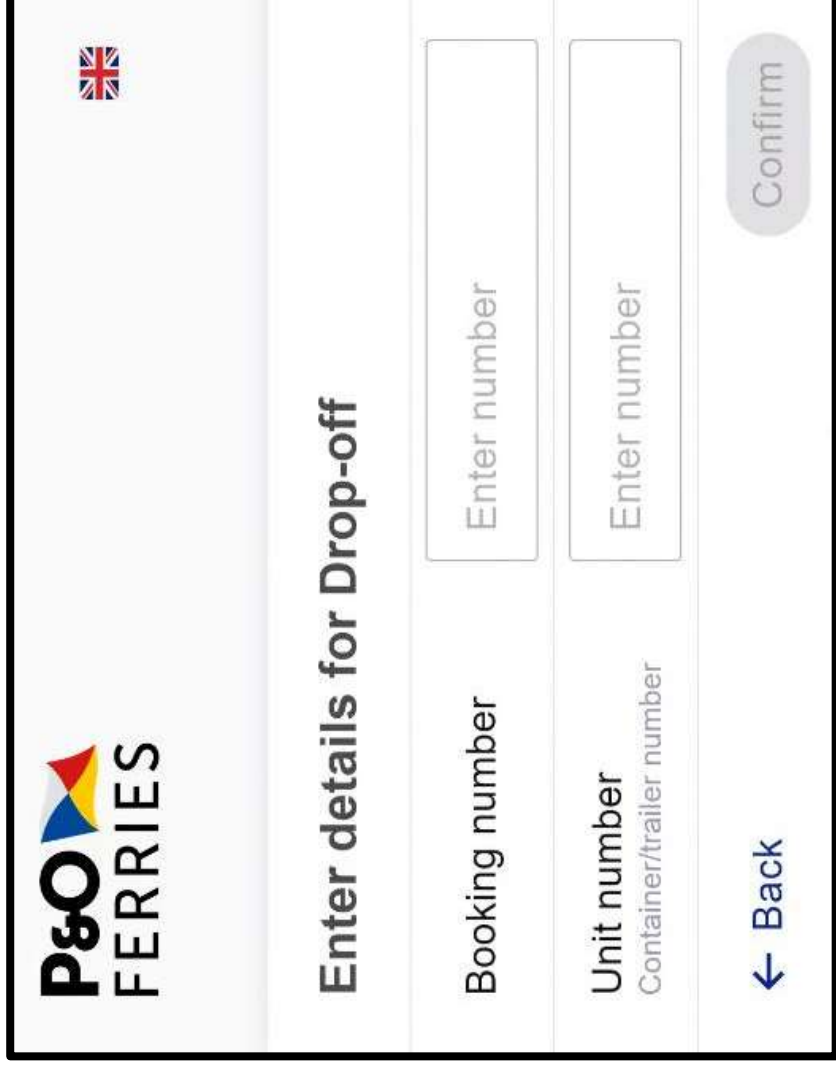
The screenshot shows a kiosk interface with a white background and a black border. At the top left is the P&O logo, which includes a stylized flag icon. To the right of the logo is a small UK flag icon. Below the logo, the text reads: "Your documentation will need to be checked under the following conditions". A yellow horizontal line is positioned below this text. The main body of the screen contains the following text: "If your cargo contains hazardous goods, you have a pet travelling with you or the unit is a plug in, your documentation will need to be checked. Please use the correct lane as indicated on the signs." At the bottom left of the screen is a blue button with a white left-pointing arrow and the text "Back". At the bottom right is a blue button with the text "I understand".

# In-Gate: Booking manually retrieved (END – revert to standard flow for automatically retrieved bookings)

To retrieve the booking from the system, the driver must enter the booking reference or Unit ID. From this point they follow the same process flow as an automatically retrieved booking.



The driver must enter either the booking reference or the Unit ID to retrieve the booking from the system.



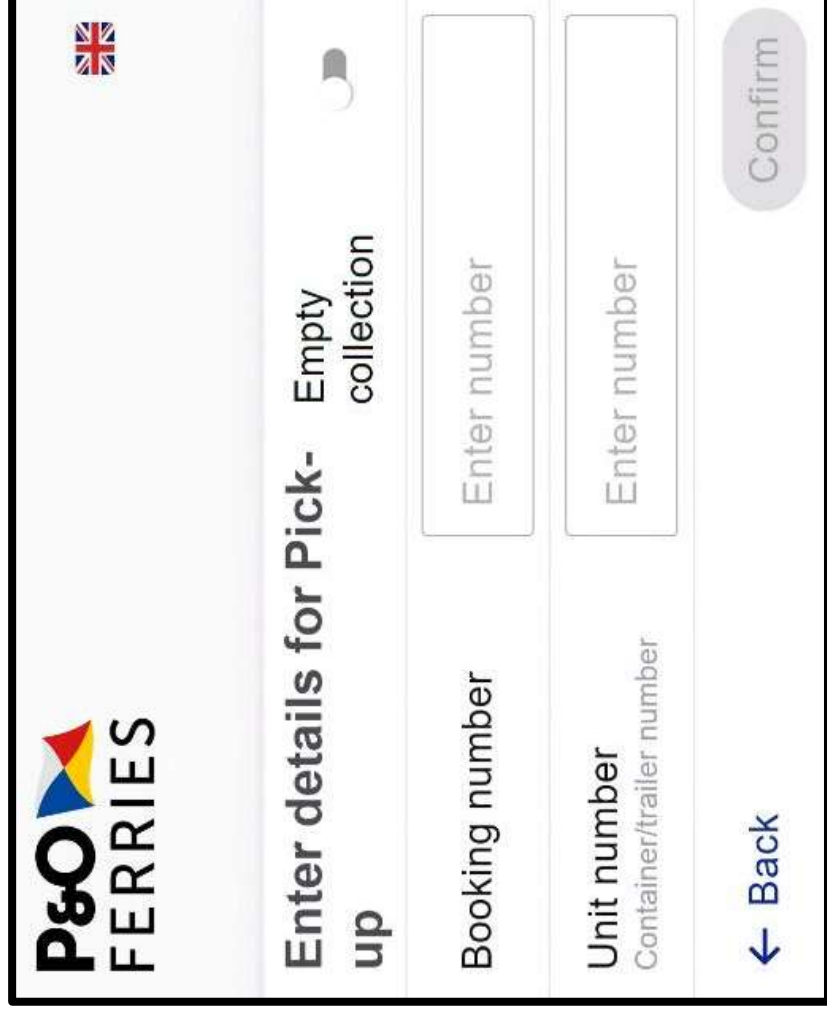
The screenshot shows the P&O FERRIES mobile app interface. At the top left is the P&O FERRIES logo, and at the top right is a UK flag icon. The main heading is "Enter details for Drop-off". Below this are two input fields: "Booking number" and "Unit number" (with "Container/trailer number" written below it). Both fields contain the placeholder text "Enter number". At the bottom left is a "← Back" button, and at the bottom right is a "Confirm" button.

# In-Gate: Empty pick up (START)

Empty collection does not require a booking. To start the process for an empty collection the driver needs to select the option for 'Empty collection' by pressing the toggle button.



The driver must press the toggle button to select an empty collection. The driver does need to enter the booking number or unit number.



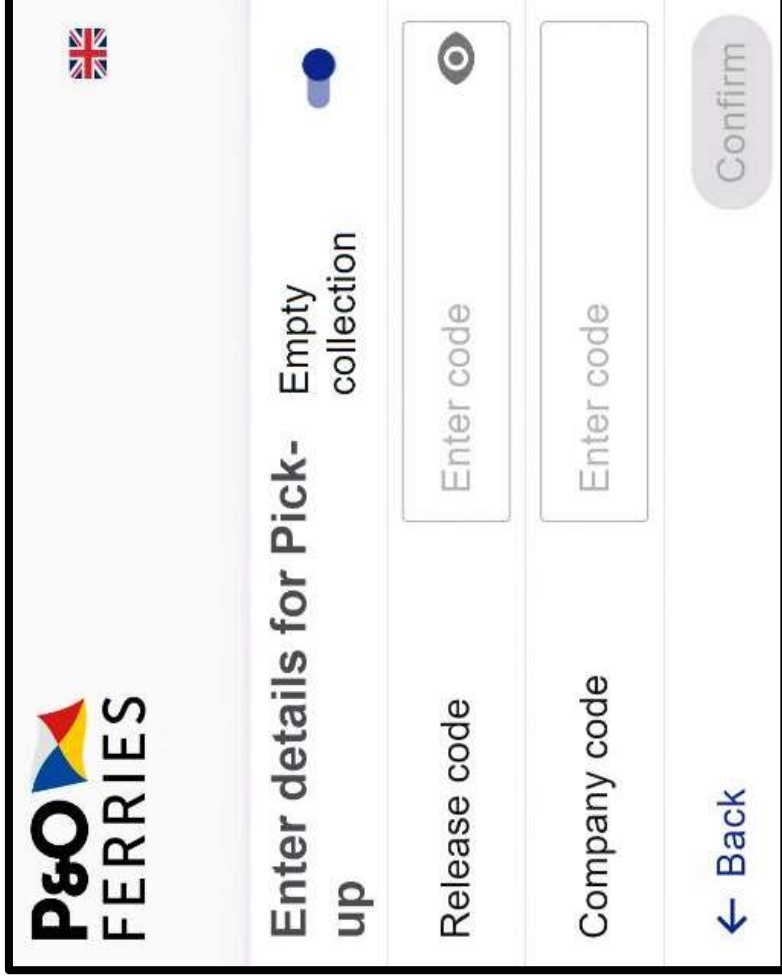
The screenshot shows the P&O FERRIES app interface for an 'Empty collection'. At the top left is the P&O FERRIES logo, and at the top right is a UK flag. The main heading is 'Enter details for Pick-up' with a toggle switch set to 'Empty collection'. Below this are two input fields: 'Booking number' and 'Unit number Container/trailer number', both containing the placeholder text 'Enter number'. At the bottom left is a '← Back' button, and at the bottom right is a 'Confirm' button.

# In-Gate: Empty pick up

To collect an empty unit the driver must enter the release code and company code. The release code is a 4 digit pin code provided on a weekly basis by the customer and maintained in TOS. The company code is a short code that will have been provided by the P&O team.



The driver must enter the 4 digit pin provided by the customer and the company code.



The screenshot shows the P&O FERRIES mobile app interface. At the top left is the P&O FERRIES logo. Below it is the title 'Enter details for Pick-up' with a toggle switch set to 'on'. The word 'Empty' is positioned above 'collection'. There are two input fields: 'Release code' with a text input field containing 'Enter code' and a camera icon, and 'Company code' with a text input field containing 'Enter code'. At the bottom left is a '← Back' button, and at the bottom right is a 'Confirm' button. A small UK flag icon is visible in the top right corner of the app screen.

# In-Gate: Empty pick up

The kiosk screen displays a list of types and sizes of empty units that are relevant to that specific company. The driver can select the correct options for the empty unit that they will collect. From this point the driver will follow the same flow as the laden process.



The driver must select the unit type and unit size from the options displayed

The screenshot shows a mobile application interface for P&O FERRIES. At the top left is the P&O FERRIES logo, and at the top right is a small UK flag. The main heading reads "Please confirm the empty collection group". Below this is a form with a dropdown menu showing a checkmark icon and the text "Customer: RJE Unit Type: CNT Length: 40'". Underneath the dropdown is the text "ECB200". At the bottom of the screen are two buttons: "← Back" on the left and "Confirm" on the right.

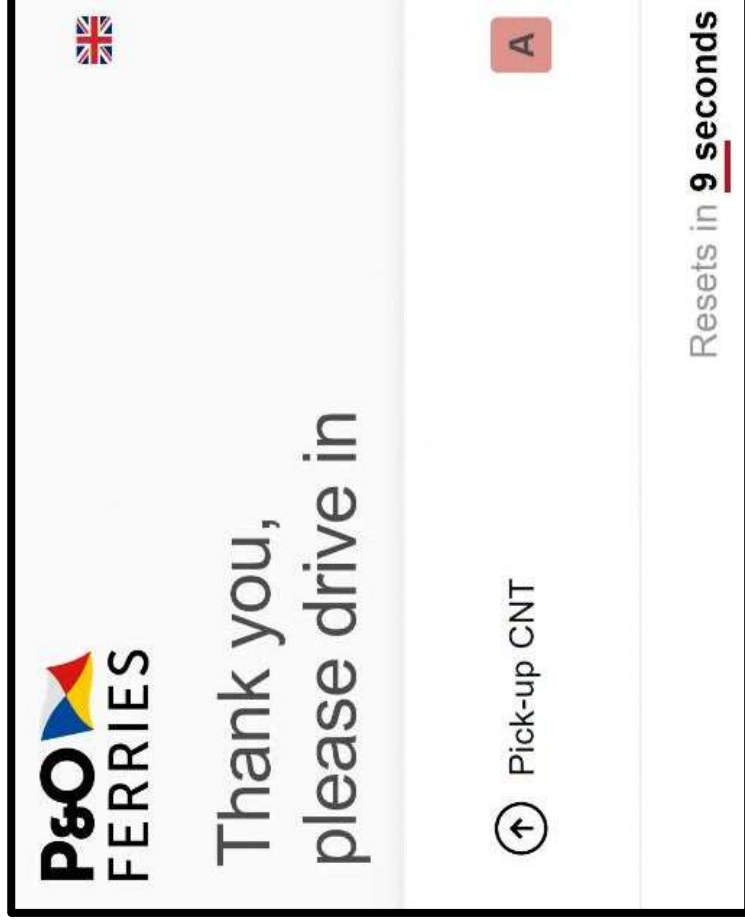


# In-Gate: Empty pick up (END)

The final page in the kiosk flow provides the driver with the pick-up location in the terminal.



The driver must select the unit type and unit size from the options displayed

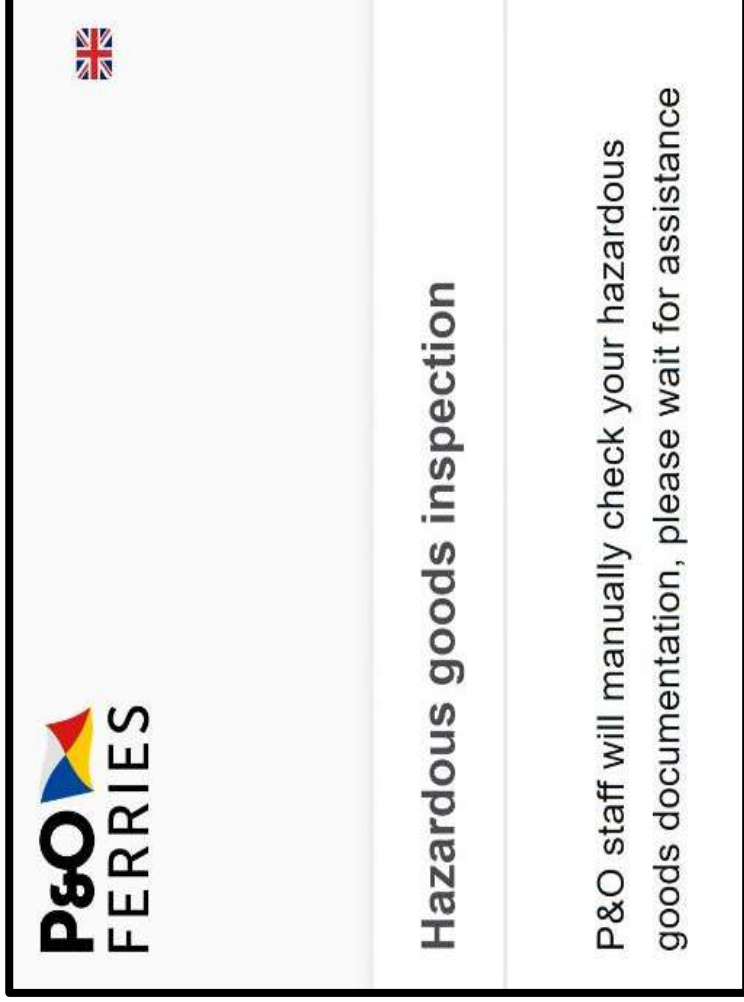


# In-Gate: Hazardous

The driver will be notified by the kiosk that the hazardous goods documentation/label check/vehicle inspection check is required. The troubleshooter will need to make the relevant checks and confirm whether the vehicle can complete the gate in process or must exit the terminal. The relevant message will be displayed to the driver accordingly.



The driver must select the unit type and unit size from the options displayed



# In-Gate: Customs Documents - missing

If the booking does not contain the Portbase customs documents the kiosk will advise the driver that they can't check in and to contact staff for assistance using the intercom.



The driver must contact staff for assistance. The barrier will not open automatically.

A screenshot of a kiosk display. At the top left is the P&O FERRIES logo, and at the top right is a small UK flag. The main message reads: "Could not check in!". Below this is a warning icon (a triangle with an exclamation mark) followed by the text "Document must be provided". Underneath is a speech bubble icon followed by "Please use the intercom for further assistance". At the bottom right is a blue button with the text "I understand" and a right-pointing arrow.

**P&O FERRIES**

**Could not check in!**

⚠ Document must be provided

🗣 Please use the intercom for further assistance

I understand →

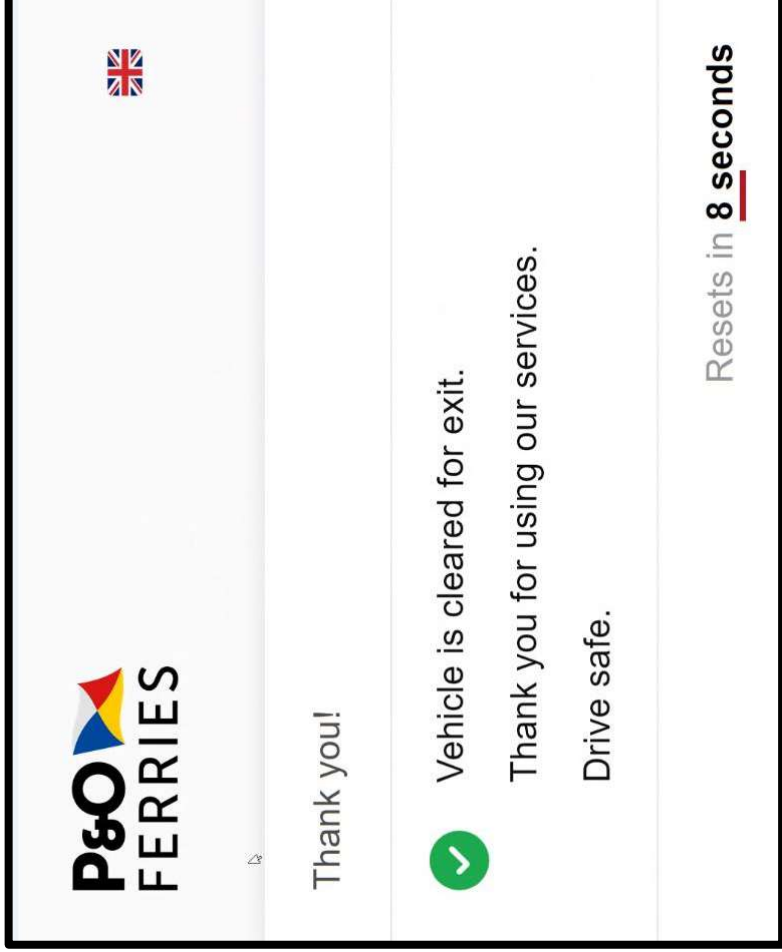
# Kiosk Flow: Gate Out

# Out-Gate: Vehicle cleared for exit

The Fastgate will check that the vehicle departing the terminal is in the correct state based on the information on the booking and the terminal visit e.g. that the vehicle has picked up the correct unit, or is empty, or that the goods are customs cleared etc. If everything is as expected the vehicle will be cleared for exit, the below message will be displayed in the kiosk and the barrier will automatically open.



The driver does not need to do anything.

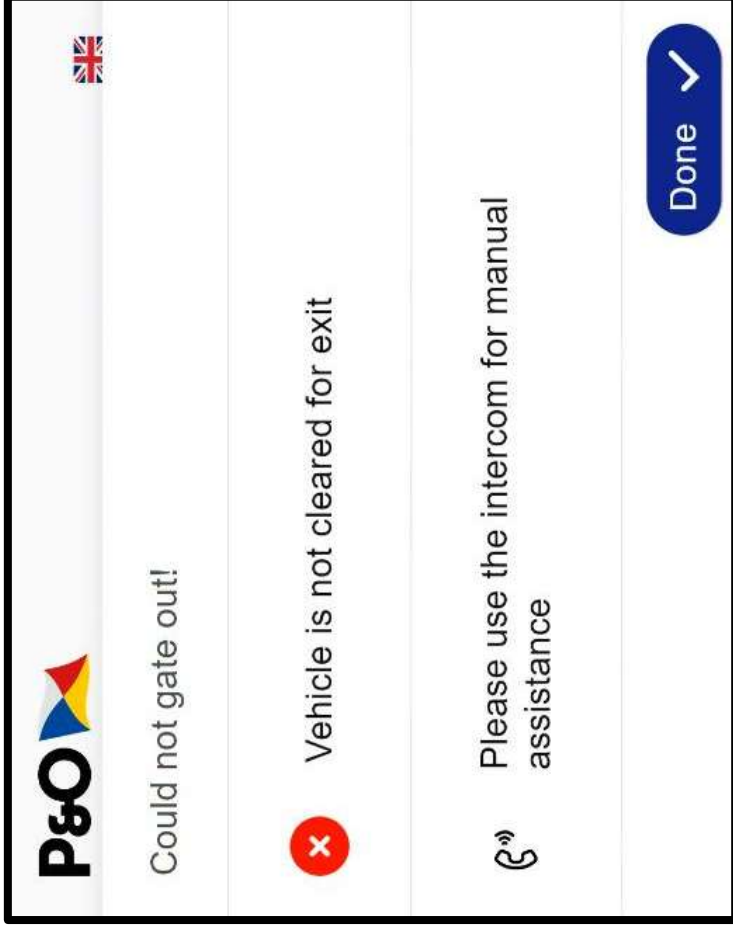


# Out-Gate: Customs clearance hold

If the unit exiting the port does not have customs clearance a message will be displayed to the driver and the barrier will not automatically open. The barrier will need to be opened manually. The driver will need to exit and re-enter the terminal immediately to await customs clearance.



The driver must use the intercom to speak to a member of staff.



# Help

- Please reach out to your account manager if you would like further information or need assistance
- To make a booking for rail or storage please contact: [fastgatebooking@poferries.com](mailto:fastgatebooking@poferries.com)

Thank you!