EUROGATE

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INFOGATE –
THE EUROGATE CUSTOMER SERVICE PORTAL

WHAT IS INFOGATE?

INFOGATE is the EUROGATE Group's Internet portal via which customers have direct access to parts of the terminal system. INFOGATE enables shipping and logistics companies to read through sailing lists, retrieve container information or release containers – to name just a few services. It is a special service for our customers that gives them quick and easy access to all the information they need, whenever and wherever they are.

INFOGATE is

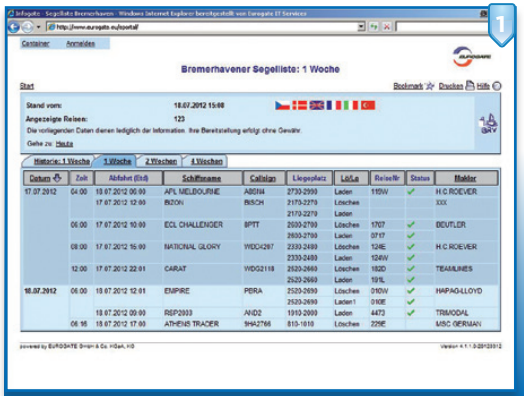
- **Multi-lingual:** All programs are available in several languages, including German, English, Turkish, Czech, Danish, French and Italian
- **Secure:** Access is password protected, meaning only you can access your data
- **Intuitive:** Intuitive navigation with easy-to-use interface
- **Up to date:** The data is always up to date, as INFOGATE has direct access to the EUROGATE database

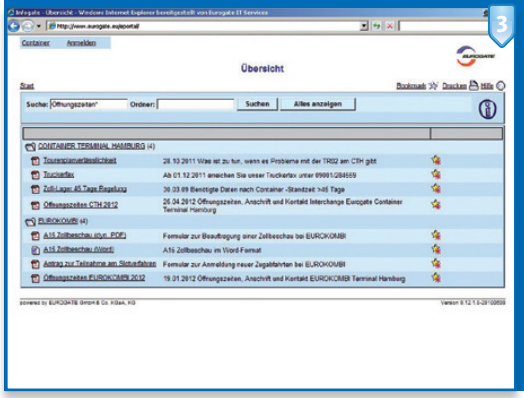
Technical requirements

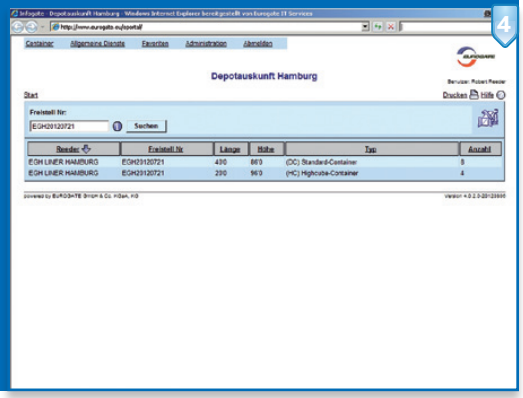
- Users simply need a PC or other device with Internet access
- A standard browser such as Internet Explorer, Firefox, Safari or Opera; Acrobat Reader and Excel are recommended for using e-Reports

Should you have any questions, would like to have password-protected access to INFOGATE or need technical support, please contact::

EUROGATE GmbH & Co. KGaA, KG
IT Services
Tel.: +49 (0)40-7405-2225
infogate@eurogate.de
http://www.eurogate.eu







INFORMATION SYSTEMS FOR TRUCKERS AND LOGISTICS COMPANIES

Our information systems help truckers and logistics companies to optimise their work procedures. The main functions are not only publicly accessible, they are also available in several languages, including Czech, Danish and Turkish.

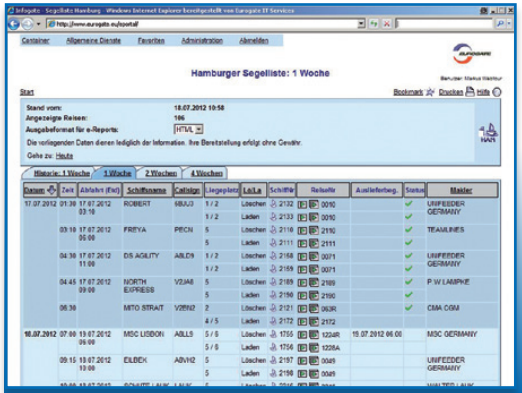
1 Publicly accessible sailing list
... informs you as soon as possible about ship movements at the EUROGATE terminals in Hamburg, Bremerhaven and Wilhelmshaven. This enables you to quickly react to potentially changed arrival times.

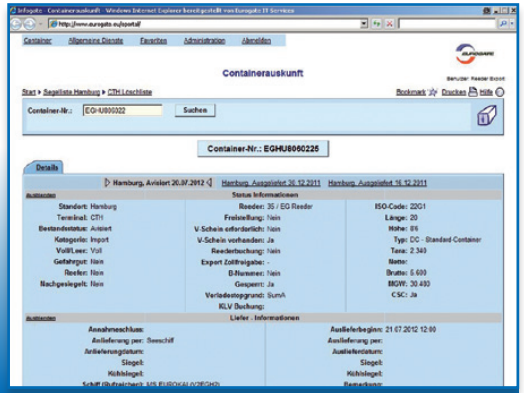
2 Publicly accessible container information
... delivers detailed data about a specific container, such as length, height, type, release information and – certainly most important – if and when a container is ready for pick-up.

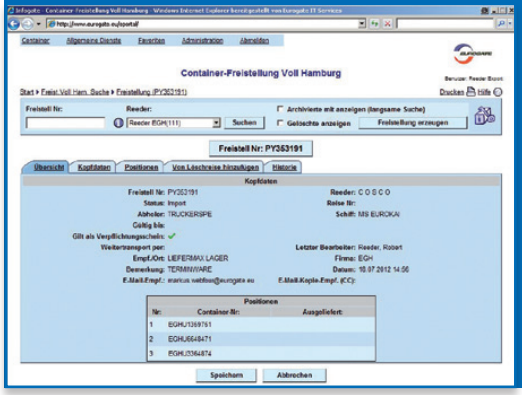
3 Publicly accessible InfoBox
... offers the latest opening times at the terminals in addition to information about the clearance situation. You can also find documents for downloading, for instance for the customs inspection.

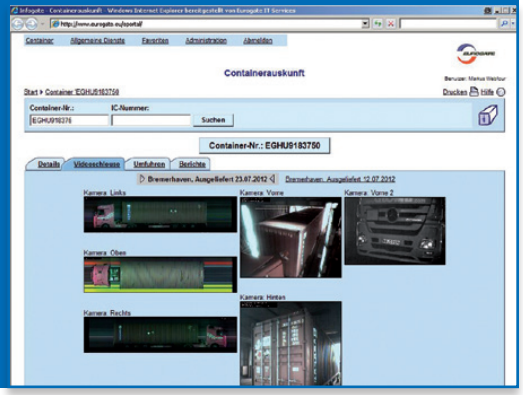
4 Depot information [1]
... find out via the Internet in advance if you can receive empty containers on releasing containers.

[1] only for Container Terminal Hamburg









INFORMATION SYSTEMS FOR SHIPPING COMPANIES AND BROKERS

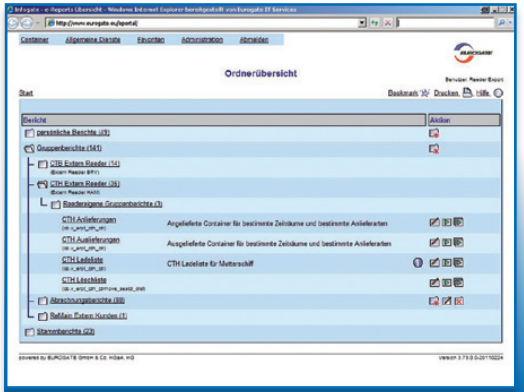
INFOGATE provides shipping companies and brokers a wide range of functionalities in a separate, protected area. These functionalities enable them to directly enter their data without having to give instructions to do so via fax or telephone, which can be very time consuming.

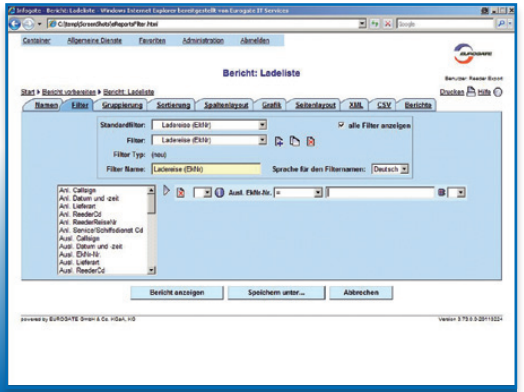
Sailing list
... informs you about ship movements at the EUROGATE terminals in Hamburg, Bremerhaven and Wilhelmshaven. The discharge and loading lists for your ships can also be shown directly in this sailing list.

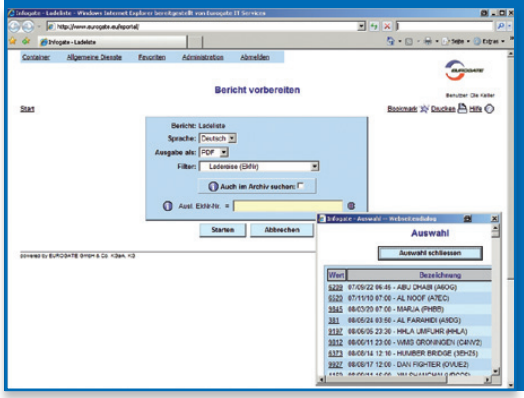
Container information
... delivers nearly all information about a container in addition to the video-surveillance pictures from the gate [2], so long as delivery takes place via truck.

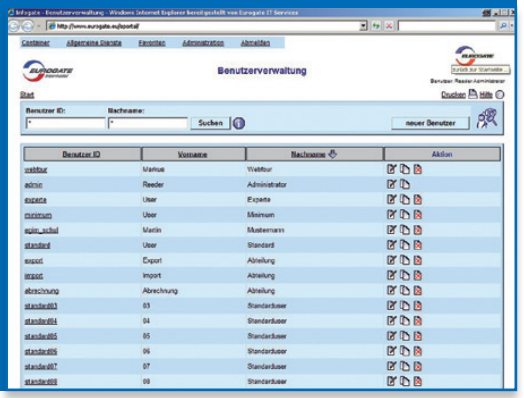
Release program
... enables you to release containers via the Internet directly and quickly via our systems – regardless of the time of day or night and even when the trucker has already arrived at the terminal gate.

[2] only Container Terminal Bremerhaven









INFORMATION SYSTEMS FOR SHIPPING COMPANIES AND BROKERS (E-REPORTS)

For shipping companies and brokers, we provide a reporting tool – e-Reports – within the INFOGATE system. It's designed to deliver the status of your container fleet at our terminals, around the clock and from anywhere in the world.

The INFOGATE reporting system

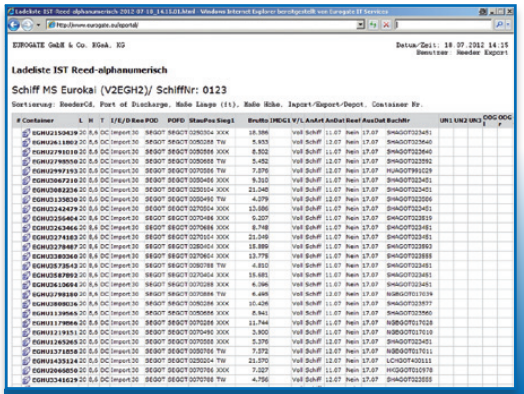
The following reports are available as standard:

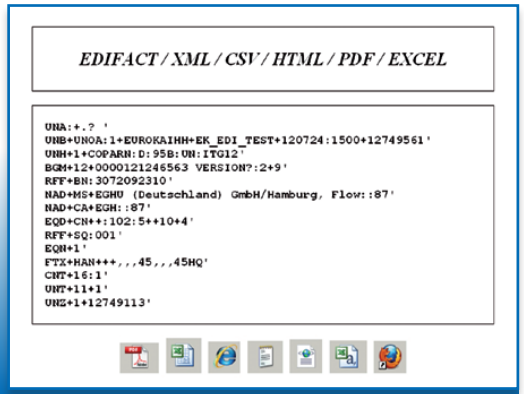
- Fleet status lists
- Discharge and loading lists
- Monitor lists
- HazMat lists
- Delivery lists
- Sailing lists
- And many more

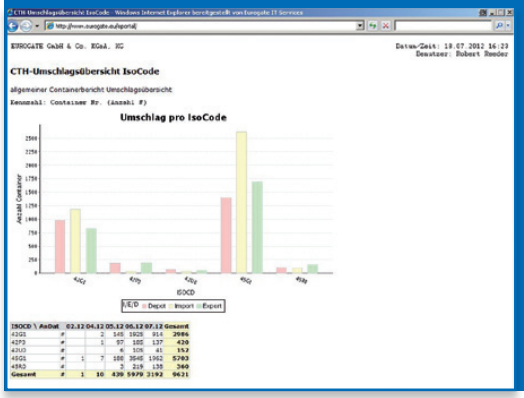
User classes:

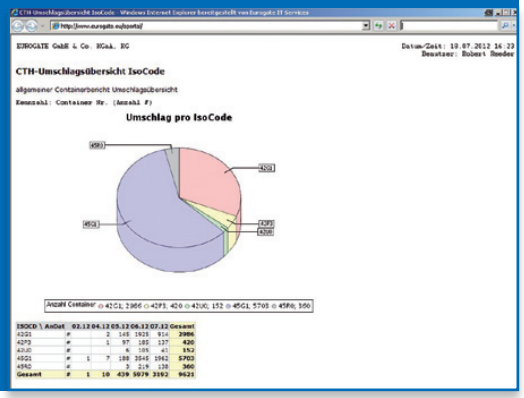
e-Reports offer a wide range of assessment possibilities, some of which also require specific knowledge depending on the complexity of the enquiry. Therefore, you can determine different user classes for your employees in accordance with their level of knowledge:

- Basic user (may only start prepared reports)
- Standard user (may create his own reports)
- Expert (may provide reports to other users)









AUTOMATIC REPORTS FOR SHIPPING COMPANIES AND BROKERS (PER MAIL)

A large part of the report can also be sent to you automatically via e-mail on request.

Automatic reporting service:

We currently offer classic EDI reports in the EDIFACT format in addition to the following automatic reports:

Incident-based reports

- Discrepancies in container HAZMAT transport
- Discrepancies in container reefer cargo
- Container damage
- Subsequent sealing of containers
- Delivery embargo
- And many more

Routine-based reports

- Daily fleet status overview
- Daily import, export and depot information
- Discharge and loading lists (after completion)
- And many more

Format:

The reports are available in the following formats:

- Excel
- PDF
- HTML for fast displaying of the report
- XML for automatic downstream processing
- CSV

Eurogate GmbH & Co. KGaA, KG
IT Services
Tel.: +49 (0)40-7405-2225
infogate@eurogate.de
www.eurogate.eu