

Haulier Information for the Port of Felixstowe (PFL)

The information given below covers what a haulage company or driver needs to know in order to deliver a container to (or collect a container from) the Port of Felixstowe i.e.:

- Gate Opening hours
- RHIDES – Driver Identity Card
- VBS – Vehicle Booking System
- Use of PIN or Vehicle Registration Number for container collections
- Terminal Gate process

The following links give access to other useful information:

- [Trinity Terminal Traffic Flow & Safety Information](#)
- [Operation Stack information](#)

N.B. The rules of the Highway Code and Road Traffic Legislation apply within the port and Port Police will conduct vehicle checks and report drivers for traffic offences. *Please note that overnight parking or the taking of breaks whilst within the secure area(s) is strictly forbidden.*

Gate Opening Hours

Gate opening hours are:

Trinity Terminal - there are two sets of haulier in-gates:

South Gates Open: 23:00 Sunday to 14:30 Saturday (24 hrs between these times)

North Gates Open: Monday to Friday 07:00 to 23:00

Berths 8 & 9

Open: 23:00 Sunday to 14:30 Saturday (24 hrs between these times)

RHIDES – Driver Identity Card

Full details of RHIDES is available on www.rhides.com

All drivers entering a container terminal at Felixstowe must have a 'RHIDES' card. In brief, the process for obtaining a RHIDES card is as follows:

- The haulage company to register online
- PFL will then send the haulage company logon details and a user guide
- Haulage company to then enter the driver(s) details
- PFL will then send the driver a letter via the company address asking them to collect their card – a map showing the location of the Pass Office is included.
- The driver must then visit the Pass Office with two forms of id and the card is issued.

The card remains the property of the driver once issued and companies can remove drivers from their list or 'adopt' them when/if they change companies.

Temporary cards are available but drivers are only allowed two temporary cards – after the second they must get a permanent card.

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VBS – Vehicle Booking System

Full information on VBS is available on www.portoffelixstowe.co.uk/vbs

Every driver going to the Container Terminals must have a VBS Booking Number for their visit. Bookings are made for one hour periods and must contain the container numbers that the driver will be delivering / collecting during the visit. The system checks that all the containers are actually ready before it allows them to be added to a booking i.e. it minimises driver rejections at the gate. It is essential that the driver is informed of the VBS booking number, arrival window and release information (if needed) before entering the Port.

PIN/Vehicle Registration Number

In order to check that a driver is allowed to collect a container PFL require the company in charge of the 'release' of the container to enter either a 'PIN', RHIDES card or a vehicle registration to the port Community System 'Destin8' (more information about Destin8 can be found on <http://www.mcpplc.com/Destin8/Destin8.aspx>). When the driver arrives at the terminal gate the PFL systems check that the driver has the correct PIN, RHIDES card or vehicle registration for the containers. As well as the VBS number drivers should be informed of the PIN numbers (if used) prior to arriving at the Terminal.

Terminal Gate Process – What happens where?

1. Get the right Terminal

When a driver arrives at the Port of Felixstowe they must go to the correct Terminal, either Trinity, Berths 8 & 9 or Dooley. The first two are both container terminals and the latter is a RoRo trailer terminal.

If you are unsure which terminal a container is for (or is to be collected from), check with the local agent or shipping line or via the Port of Felixstowe website which can be accessed via <http://www.portoffelixstowe.co.uk/haulier/>

If the Driver does go to the wrong terminal they will be redirected at the ingate which is a waste of the drivers' time and holds up others waiting to use the Gates.

2. Have your RHIDES card

If the driver does not have a card they must visit the Pass Office first. For directions please go to <http://www.rhides.com/documents/map-passoffice.pdf>

3. Have your information ready

The driver will need:

- A valid RHIDES card (this includes any essential passengers)

- VBS Booking Number

- Container Number(s)

- PIN or Vehicle reg. for collections

- If appropriate, Dangerous Goods Note(s), correctly completed. The container must also have the correct placards associated.

- A hi-visibility jacket (yellow or orange) and a safety helmet.

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4. Collections only

If the driver is only collecting i.e. arriving with an empty trailer, they should use the Self Service lanes. These are located as follows:

Trinity South Ingate Lanes 7 and 8
 Berths 8 & 9 Lane 6, park and walk to Self Service

Self Service lanes have a screen and keyboard which is used by the driver to 'ingate' themselves but the engine must be switched off.

The Self Service system will print a UIR (Unit Interchange Report) for each container you are collecting.

N. B. It is your responsibility to ensure that twistlocks are disengaged before entering the Terminal.

5. Deliveries (with or without collections)

If the driver has an export to deliver then they must use the following lanes:

Trinity South Ingates Lanes 1 to 6
 Trinity North Ingate Lanes 1 to 5
 Landguard Lanes 2 to 5

When the driver arrives under the gate canopy they should,

- Switch off the engine, get out of the cab, give your Booking Number to the checker and undo the twistlocks.
 - The checker will give the driver a form with the Booking number, container numbers, seal numbers (if they can be read) and a note of any damage.
- Take the note into the office and give it to a 'TCO' at the window plus any DGN's.
- Put your RHIDES card in the reader and use the handscan as instructed.
- The 'TCO' will do the checks on the PFL system and issue you with a 'UIR (Unit Interchange Report) for each container.

The UIR has details of the containers plus the location that the driver needs to go to.

6. Inside the Terminal

See the following for directions and safety information.

- [Trinity Terminal Traffic Flow & Safety Information](#)
- [Berths 8 & 9 Traffic Flows & Safety Information](#)

The driver should go to the location given on the UIR and wait to be served (see note about location "THA" below). A 'RTG' (Rubber Tyred Gantry crane) is generally used for full containers and an 'Empty Handler' for empty containers. The ingate process sends a message to a screen in the operator's cab with details of which container the driver wants (or is collecting) and where it is.

The driver must stay in the cab and inch trailer back or forth to line up with the crane/forklift.
 When delivering containers to the Fork Parks, please ensure that the front container has completely cleared the trailer before pulling forward (click [here](#) to access Safety Notice on this subject).

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7. THA

If the location for your container is busy i.e. a number of trucks are already in the area waiting, the UIR will show a location of 'THA'. This is a holding area inside the Terminal (the THA is marked on the Yard Maps as a "Green Route")

Trucks are held here and called forward in the order of arrival:

Trinity Terminal - on arrival at the THA the driver should:

- Park in the slots adjacent to the office
- Go into the office and show them the UIR
- The clerks will issue a pager
- Go and park in a slot in the main holding area
- The pager goes off automatically as soon the driver is released
- Drive back to the slots by the office, go in and hand over the pager
- The clerks will issue a job slip with the location to deliver the container to (or collect it from)

Berths 8 & 9 - on arrival at the THA the driver should:

- Park in the parking slots provided facing the display screens
- Keep checking the display screens as the information displayed will scroll round change and scrolls round
- When your registration and job number appear either a red cross or a green tick will also exist on the left hand side.
- When you see the green tick you have been released.
- To exit follow the one way system and line up with the cab height consoles at the exit
- Hold your RHIDES card against the RHIDES reader and a job slip will be printed
- Pull the job slip from the printer with the locations to deliver the container to (or collect from)

8. Outgate

Empty Chassis

Trinity Terminal – use lane 9 – comply with the traffic light system and the barrier will lift to allow the truck to leave.

Berths 8 & 9 – use the empty bypass lane – comply with the traffic light system and the barrier will lift to allow the truck to leave.

Loaded Chassis

Upon arrival at the Out-gates wait until the traffic light turns green before entering the lane. Upon entering the lane switch off your engine and make contact with one of the checkers advising your job number, which can be found on the Unit Interchange Report received at time of In-gate. The clerk will use a handheld computer to confirm the details of the job and enter the seal numbers. At this time the barrier should raise, if this is not the case a radiation alarm has been detected and Customs will contact the driver accordingly, the barrier raising should **not** be taken as a signal to leave. After the checker has completed the checks you should then proceed to the front of the gate lane and place your RHIDES card against the reader on the driver consoles. This will display the job details (check they are correct!) and if

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all OK place your RHIDES card against the reader to accept and create an “electronic” gate pass. No paperwork is provided but this will now allow you to exit the Port.

9. Police Gate

At the Police Gate the details which were accepted at time of out-gate to create the “electronic” gate pass will be displayed via the automatic number plate recognition (ANPR) system. The guard will double check to see that all is in order before allowing the vehicle to leave the port.

10. Aborted Deliveries

All loaded vehicles leaving the port must have created an “electronic” gate pass prior to departure. If a driver is delivering a container and has to pull out for any reason, they will have to ensure this process is followed before departing.

If the driver has not entered the Terminal then the haulage company or agent will have to send a message to the Customer Services Department (CSC) or Police Station requesting an electronic gate pass to be created. If the system is not available the driver will need to go to the CSC or Police Station to get a paper version of the pass and then leave the port.

Finally, if a driver is arriving at the port with a container that they know will still be on the truck (remain on board) when they leave they should stop at the Police Gate on the way in and give them the details ensuring they have a gate pass created for the container before arriving at the Terminal In-gates.

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