

Customer Advisory - GT/26/019
E-Token Tariff and Process Update – Khorfakkan Container Terminal (KCT)

Date: 8 June, 2026

As part of our ongoing efforts to enhance operational efficiency and improve truck appointment management, **Gulftainer** will implement revised E-Token charges and updated operational procedures at Khorfakkan Container Terminal (KCT), effective **15 June 2026**. The E-Token charges apply to Import Pick-Up operations only.

Please find attached the Customer Advisory outlining the applicable charges, process requirements, and support guidelines (*including GTMS, RORO trucks and trailers*).

Applicable Charges

New E-Token Creation:	AED 25 (inclusive of VAT)
E-Token Amendment / Modification:	AED 20 (inclusive of VAT)

Token Types

- Pick-Up E-Token (Import Pick-Up)
- Drop-Off E-Token (Export Drop-Off)
- Drop-Off & Pick-Up E-Token (Combined Transaction)

For trucks scheduled for both Export Drop-Off and Import Pick-Up within the same visit, customers must generate both E-Tokens. However, only the Import Pick-Up E-Token charge of AED 25 will apply.

Important Process Changes

- E-Tokens must be created through the designated E-Token Portal.
- Gulftainer personnel will not create E-Tokens on behalf of customers via email, telephone, WhatsApp, or manual requests.
- Support teams will provide troubleshooting assistance where required.
- Walk-in E-Token requests will be processed by the administration team and are subject to applicable charges. Payment for walk-in requests will be accepted by **card only**.
- Only **one active E-Token per truck** is permitted at any given time.

Customers and transport operators are encouraged to review the attached advisory and E-Token Haulier User Manual to ensure compliance with the updated process requirements.

Should you require any clarification or further information, please contact us at customerservice@gulftainer.com.

We appreciate your continued cooperation and support.

Regards,
Gulftainer Company Limited
Sharjah UAE