

Customer Advisory - GT/26/017
Marshall Yard E-Token Portal – User Manual for Hauliers

Date: 6 March 2026

As part of our ongoing efforts to enhance operational efficiency and improve truck turnaround times, Gulftainer is pleased to share the **Marshall Yard E-Token Portal – Haulier User Manual**.

The E-Token Portal has been designed to streamline the container collection process by enabling hauliers to electronically schedule and manage truck appointments prior to arrival at the terminal. This digital process helps improve gate efficiency, reduce waiting times, and enhance visibility of container collection activities. There would be a fee of AED 25 to create E Token and an additional AED 20 to edit.

The attached user manual provides detailed guidance on:

- Accessing the Marshall Yard E-Token Portal
- User registration and login procedures
- Creating and managing truck appointments
- Generating and utilizing E-Tokens
- Viewing appointment status and collection schedules
- Operational requirements for container pickup

Hauliers and transport operators are encouraged to review the attached guide and familiarize themselves with the portal functionality before arranging container collection activities.

The implementation of the E-Token system forms part of Gulftainer's commitment to delivering seamless and efficient customer experience while supporting safe and effective terminal operations.

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

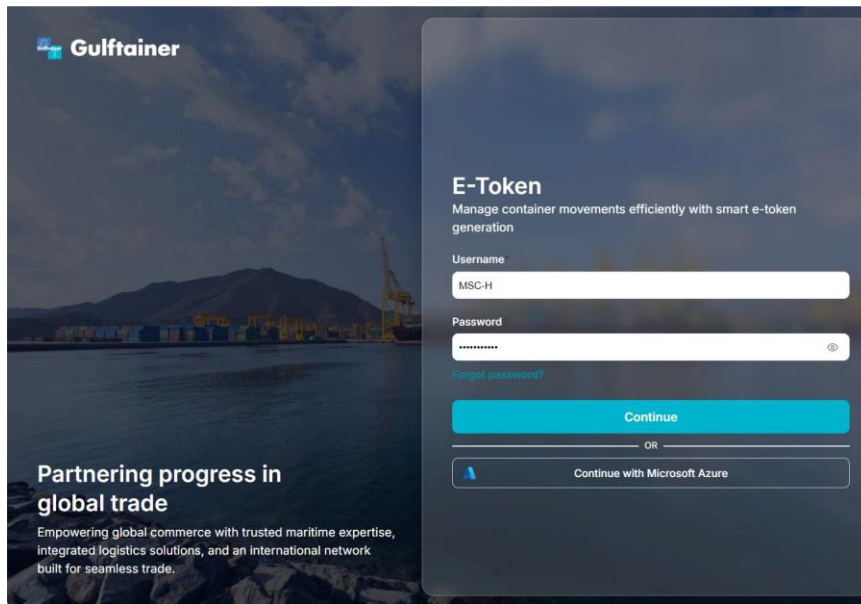
Thank you for your continued cooperation and support.

Regards,
Gulftainer Company Limited
Sharjah UAE

User Manual for Hauliers

Accessing Portal

- Launch Google Chrome
- Type / Copy paste the URL: <https://eservices.gulftainer.com/a/e-token-generator/login>
- Login Screen will open



The login screen features the Gulftainer logo and a background image of a port. The 'E-Token' section includes a description: 'Manage container movements efficiently with smart e-token generation'. It has fields for 'Username' (containing 'MSC-H') and 'Password' (masked with dots). A 'Forgot password?' link is below the password field. A large blue 'Continue' button is present, along with an 'OR' separator and a 'Continue with Microsoft Azure' button.

Login

- Use your TOS credentials
- Click the "Enter your username" field and insert the username.
- Click the Password field to insert your password.

Haulier Dashboard

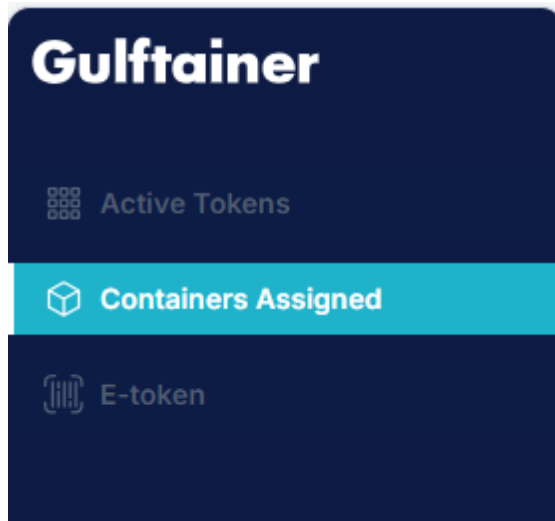
- After login Haulier will be able to see a dashboard that shows different information Booked: Shows the no of total active tokens.
- In Parking Yard: this shows the total number of tokens whose status is In parking Yard
- In Terminal: Shows the token tokens whom status is In Terminal.
- Assigned Containers: This shows the number of containers that are assigned to the Haulier by Consignees. (clickable)
- User will be able to see the list of the active tokens on the screen and can click on the view token button to open the token in the new screen from there the token can be downloaded or printed by clicking on the respective buttons.

Active Tokens				Generate Bulk Tokens	Generate New Token
35 Booked	3 In Parking Yard	0 In Terminal	4 Assigned Container		
Filter					
Request Time	VBS Reference No	Status			
16 Apr 2026, 12:50:14	260400301	Booked	View Token		
15 Apr 2026, 11:16:43	260400267	In Parking Yard	View Token		
16 Apr 2026, 12:50:16	260400310	Booked	View Token		
16 Apr 2026, 12:50:17	260400314	Booked	View Token		
16 Apr 2026, 12:50:17	260400315	Booked	View Token		

KHORFAKKAN CONTAINER TERMINAL													Print	Download Token
E-Token														
														
VSB REFERENCE : 260400301				HAULIER: MSC-H				Token Issue Time: 16-04-2026 12:50				Token Validity Time : 17-04-2026 12:50		
Container No	Size	Base Status	Consignee	Pickup/Dropoff	Full/Empty	BOE No	Bond	Group Code	Special Container	COA	DO Time			
XXXXPW			DPW	Pick Up			No	-	-		-			

Containers Assigned

- Click on Container Assigned from the left Navbar to open the page.



- New page will be opened from where the Haulier can see the assigned containers and create tokens from them.
 - There is a counter on top that shows the limit of tokens that haulier have, how many used, and when it will reset.
 - Haul Code is automatically populated and can't be edited,

- Truck No. is a dropdown to select the truck for Token generation, if you can't find it click on Enter Truck number and type the number to save to system.
- Driver License Number select from the drop down or enter the manually, and Phone Number is also required for the Token

- Select Special flag is there is Reefer, Hazardous or OOG
- In the Pick-Up section containers that were assigned to this Haulier can be seen and Haulier can select the Containers for token generation.
 - There is a condition that user can select max Either 2 40 or 45 feet container Or 4 40 Feet containers.

Pick-Up									
☐	Container No	Base Status	Haulier Code	Size	Full/Empty	COA	Hold	Special Container	
☐	ESDU4255932	I	MSC-H	40	F	EMSD	N	-	
☐	ESDU9258940	I	MSC-H	40	F	EMSD	N	-	
☐	ESDU4103288	I	MSC-H	40	F	EMSD	N	-	
☐	ESDU9256211	I	MSC-H	40	F	EMSD	N	-	

- After populating all the fields Generate E-token button will be enabled on the top right corner and token can be created by clicking on it
- Once Clicking on the Generate button token will be created and opened in the new tab from there it can be either downloaded or printed.

E-Token Generator

0%

30 tokens remaining

0 used | resets in 00:43:38

QUOTA

30/1 Hr

Active

Haul Code*

Truck No*

Driver License Number*

Phone Number*

MSC-H

99887

123

+971 656655655

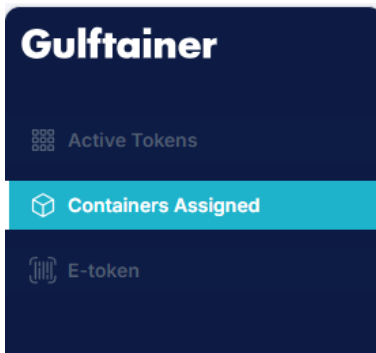
Pick-Up

☐	Container No	Base Status	Haulier Code	Size	Full/Empty	COA	Hold	Special Container
☒	ESDU4255932	I	MSC-H	40	F	EMSD	N	-
☒	ESDU9258940	I	MSC-H	40	F	EMSD	N	-
☐	ESDU4103288	I	MSC-H	40	F	EMSD	N	-
☐	ESDU9256211	I	MSC-H	40	F	EMSD	N	-

E-Token Generator

Click on E-Token from the left Navbar to open the screen.

- After clicking new E-Token screen will open
-



- There is a counter on top that shows the limit of tokens that haulier have, how many used, and when it will reset.

E-Token Generator

0%

30 tokens remaining

0 used | resets in 00:07:01

QUOTA

30/1 Hr

Active

Haul Code*

Truck No*

Driver License Number*

Phone Number*

Special Flags

WALT-H

Choose Truck No.

Choose License Number

+971 e.g., 50 123 4567

Dry

- Haul Code is automatically populated and can't be edited,

Haul Code*

MSC-H

- Truck No. is a dropdown to select the truck for Token generation, if you can't find it click on Enter Truck number and type the number to save to system.
- Driver License Number select from the drop down or enter the manually, and Phone Number is also required for the Token

Truck No*

Choose Truck No. ▾

23688FUJ
24183FUJ
+ Enter Truck Number

Driver License Number*

Choose License Number ▾

1279900
170619
+ Enter Driver License Number

Phone Number*

🇸🇦 +971 ▾

e.g., 50 123 4567

- There is a table at the bottom with Pick-Up and Drop-Off where containers can be added to create the tokens.
- Click on Add Container to add a new container to Pick-Up or Drop-Off. This will open a popup to enter the Container No.

Container Details ×

Container No*

🔍 Enter Container No

🔍 Get Container Details

ISO Code	Size
-	-
Height	Type
-	-
COA	Full/Empty
-	-
HZ	OOG
-	-
Rfr	
-	

⬅ Add to Pickup

- Fill in the Container No you want to add and click on Get Container Details to fetch the container details.
- After that you can click on Add to Pickup button in the popup to add it to the table

Pick-Up		Drop-Off									+ Add Container
ISO code	Size	Height	Type	COA	HZ	OOG	Rfr	Full/Empty			
4500	40	96	HC	CMA	N	N	N	E			

- Multiple containers can be added to both Pickup and dropoff given the condition total size does not exceed 90.
- After populating all the fields click on Generate E-Token to generate a new token.