



Opening hours Gate 3 & 4:

Monday – Friday 06:30-21:00

Customer Care team contact details:

Monday – Friday 07:00-17:30

+46 10 122 27 00

Service.gothenburg@apmterminals.com

Before your visit

Safety equipment

For your safety, a helmet, hi-vis vest and safety shoes are mandatory inside the terminal.



Helmet



Hi-vis vest



Safety shoes

Safety training

Everyone visiting APM Terminals Gothenburg must complete a mandatory safety training. The training can be completed at Port Entry or in our app “Stowlog”. You can download the app from your phone’s app store.

Access card/PIN code

You need a valid access card or a temporary PIN code to enter the terminal. You apply for and collect your access card or PIN code at Port Entry. Completed safety training and valid photo ID are required. The PIN code is valid for eight hours. After that, you need to visit Port Entry again for a new code.

Visit code

To drop off or pick up containers at the terminal, you need a visit code. You receive the code from your haulier, and it contains information about your visit. Enter the code at the gate when you arrive at the terminal.

Truck equipment

Trucks visiting the terminal must be equipped with container locks/twistlocks that can be secured at each corner. Other types of chassis are not permitted and may be refused service. This policy ensures safe delivery and minimises damage to chassis and our equipment.

Gate In

- 1. **Security in:** Swipe your card or enter your PIN code to open the barrier. Confirm your registration number.
- 2. **OCR:** Drive through the portal at a steady pace. The portal scans the container number, ISO type and any placards.
- 3. **Gate in:** choose a lane that matches your visit, “Export/Import” or “Empty”. Swipe your card or enter your PIN code. Enter your visit code and fill in the requested information on the screen. Here you can choose which direction you want the container doors to face and where on the chassis it should be placed. If you make no choice, the container will be placed randomly.

Out-of Gauge: If you are delivering a flat rack or container that is out of gauge, use the OOG lane next to the two regular entry lanes. Stop at the barriers and go into the kiosk to contact the gate guards.

Once the guards have opened the barrier, drive to the designated spot next to the OCR portal. The guards will then come out, measure your cargo and instruct you where to drive.

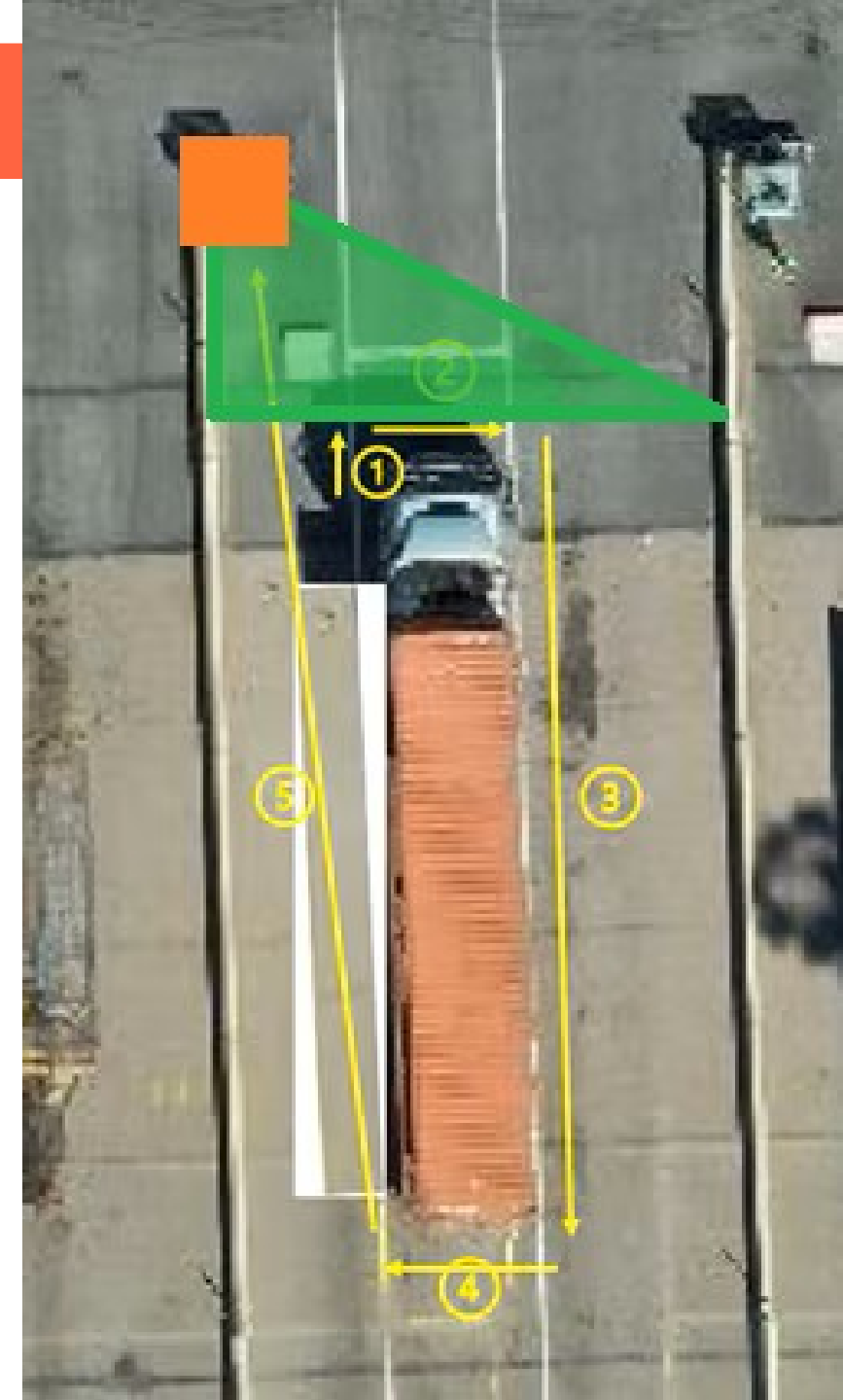
If the cargo is more than 200 mm over-width on one or both sides, or more than 3000 mm over-height, drive to the white box located behind the “blue tent” instead of the regular grid.

Need assistance? Avarn is available via intercom at **security in, gate in**, and in the **grids**. If it is your first visit to the terminal, Avarn will be happy to guide you all the way.



Pick up/drop off loaded container in Gate 3 or 4

1. Drive to the grid and reverse into a free lane. Stop in line with the green area. **Stay alert while driving and never drive behind another vehicle that is reversing.**
2. Switch off the truck and unlock the twistlocks. Walk clockwise around the chassis following the movement pattern in the picture. This keeps you visible to the straddle carrier drivers.
3. **Be alert and ready!** It is not permitted to walk next to a lifting SIMA or to use your phone while the straddle carrier is serving you.
4. When it is safe to load or unload a container, go to the kiosk and swipe your card or enter your PIN code to activate the job.
5. Press and hold the green button as the straddle carrier approaches, and keep it pressed until the straddle carrier is stationary over the chassis. **While the straddle carrier is moving, you must not leave the orange zone.** When the straddle carrier is stationary, you may leave the kiosk and move within the green zone. **When the straddle carrier has loaded or unloaded and is reversing out of the bay, you must be back in the orange zone.**
6. If you have picked up a container, check the seal number and secure the twistlocks.
7. Leave the terminal immediately once your drop-offs or pick-ups are complete. Taking breaks or otherwise idling inside the terminal is not permitted. This helps us ensure efficient handling and reduce queues.



Pick up/drop off empty container in Gate 3

1. Drive to the grid and position yourself in a free lane. **Stay alert while driving and never drive behind another vehicle that is reversing.**
2. Switch off the truck and unlock the twistlocks. Walk clockwise around the chassis following the movement pattern in the picture. This keeps you visible to the reach stacker drivers.
3. When it is safe to load or unload a container, go to the kiosk and swipe your card or enter your PIN code to activate the job. **After swiping your card, you must remain in the kiosk.**
4. **Be alert and ready!** It is not permitted to use your phone while the reach stacker is serving you.
5. Press and hold the green button as the reach stacker approaches, and keep it pressed until the reach stacker has finished lifting and reversed away from your chassis.
6. If you have picked up a container, secure the twistlocks. Walk clockwise around the chassis.
7. Leave the terminal immediately once your drop-offs or pick-ups are complete. Taking breaks or otherwise idling inside the terminal is not permitted. This helps us ensure efficient handling and reduce queues.



1. Drive through the OCR portal at a steady pace
2. Swipe your access card or enter your PIN code.
3. If you have picked up a loaded container, you need to enter the seal number.
4. If anything is incorrect, contact Avarn via the intercom.

