

FAQ

How do I register my company to get a RFID tag?

Visit the eModal website at <https://www.emodal.com/> for instructions. A job aid "How to register your company?" is also available on Termont's website at <https://www.termont.com/tags/>.

How can I get a RFID tag? / Where to buy a RFID tag?

Visit the eModal website at <https://www.emodal.com/> for instructions. A job aid "Where to buy the RFID Tags?" is also available on Termont's website at <https://www.termont.com/tags/>.

How to install my RFID tag?

A job aid "Where to buy the RFID Tags?" is available on Termont's website at <https://www.termont.com/tags/> with instructions.

Can I do a gate transaction if my truck does not have a RFID tag?

The use of tags will be mandatory for all trucks operating in our terminals starting May 27, 2024. Truckers who do not comply with this requirement after this date may be denied access. There is a process in place by our operations team to manage exceptions. The trucking company scoring may be affected as well (to be implemented in a later phase of RDV Termont).

All of our owner/operators are now tracked by GPS as well. Will this application clash or make obsolete our current tracking system?

RFID Tags will not have any impact on your current applications.

Will transport companies also be able to use the geo-location of trucks inside your terminals through the RFID tags to track their trucks?

The tags are only activated at the entrance of our terminal (ingate) and deactivated at the exit (outgate) and are for Termont internal use. Data is not stored.

Our company works with brokers. Should the tags be issued to each individual driver's company or through the main company?

You and you partner decide how you want to manage the tags. Tags are not linked to a driver or company, all options work. The company name is required only for the purchase of tags.

Will the tags be exclusive to my company or does it allow a driver access to the terminal regardless of who they are working for?

The tags are not linked to a single driver or company. As long as the driver has a tag, it grants access to that driver, regardless of which company they work for.

Are the tags portable? Can they easily be moved from one truck to another? Do I need to equip all my fleet with a tag?

The tags are portable but it is not recommended to move them from truck to truck as it increases the risk of deteriorating the device or not having the device on the right truck at the right time. Each company decides how to manage their fleet. One possible option is to equip a number of trucks that come to the Port on a regular basis.

Will my whole fleet of trucks need to be equipped with a tag?

Each carrier has to evaluate according to their criteria and needs. If you have a large fleet, you can decide to equip a number of trucks that come to the Port on a regular basis.

What / who is eModal? Is there a link with the VBS / RDV Termont ?

eModal is the supplier of tags. It provides services that assist in the management of certain processes or services for other ocean carriers and terminals as well as for the trucking community (gate fees, detention fees, empty return, Tags, ...). There is no link with the VBS / RDV Termont.

Can a tag be recycled? If yes how?

There is no tag recycling program in place at this time.

What are the delivery terms?

eModal estimates an average delivery delay between 2 to 3 weeks. We recommend adding an additional week or 2 to avoid unforeseen delays.

Can I buy my tags with another supplier than eModal?

We are awaiting on some confirmation on other potential suppliers of Zebra tags (Model WhereNet). For the time being, it is best that you purchase them via eModal.

Need support from eModal?

You can contact the eModal helpdesk at 866-758-3838 or submit a Help Desk ticket via <https://www.adventemodal.com/emodalsupport.html>.