

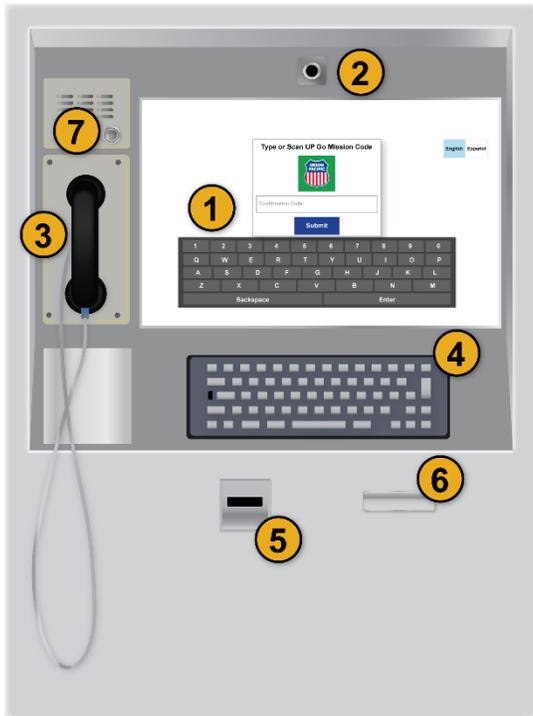
PGT Driver Kiosk – Using UPGo

Overview

This document provides instructions for truck drivers to ingate or outgate at an intermodal terminal gate using the PGT Driver Kiosk with the UPGo application.

PGT Driver Kiosk

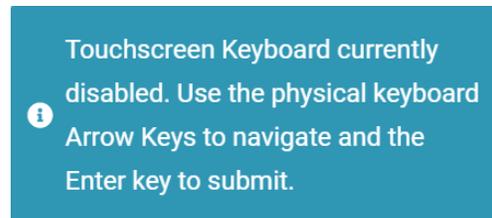
A **PGT Driver Kiosk** is located in each lane.



Item	Description
1	Interactive touch screen
2	Camera used by the clerk to view the driver and vehicle.
3	Phone for the driver to use to talk to the clerk.
4	Keyboard. A keyboard is also available on the screen when applicable. The driver can type on the physical keyboard or touch the keys on the screen keyboard. The arrow keys on the keyboard are used to navigate to areas on the screen.
5	QR code scanner
6	Receipt printer
7	Call Clerk button for the driver to press to contact the clerk.

Disabled Touchscreen

The touchscreen may be disabled, for example, during inclement weather. When this occurs, this message appears on the screen.



On the physical keyboard on the kiosk, use the arrow keys on the lower right portion to navigate to other sections of the screen. Use the left and right arrow keys to select buttons on the screen, and use the up and down arrow keys to select from a list of options.



Ingate or Outgate

1. When you are ready to ingate or outgate at the intermodal terminal, select a UPGo or non-UPGo lane (non-UPGo and UPGo users can use this lane).

⚠ WARNING: If this message appears on the screen, wait a few minutes to see if the system comes back online. If it does not come back, press the **Call Clerk** button to talk to a clerk.



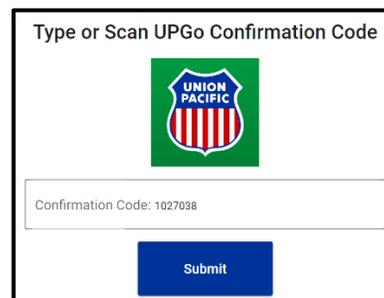
2. One of the following appears on the kiosk:
 - If you are in a UPGo only lane, the **Type or Scan UPGo Confirmation Code** prompt appears on the screen.
 - a. Select **English** or **Español**.
 - b. Go to step 3.



- If you are in a non-UPGo lane, this appears on the screen.
 - a. Select **English** or **Español**.
 - b. Select **UPGo**. Go to step 3.



3. Access the scheduled mission in UPGo and enter the **Confirmation Code** or scan the QR code.

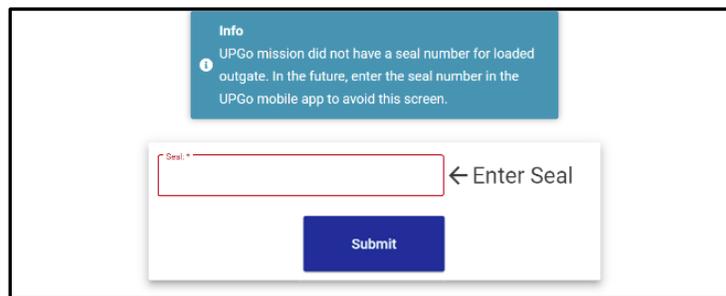


4. Select **Submit**. One of the following occurs:

- If the code is valid, one of the following occurs:
 - If your transaction is complete, this appears on the screen. Exit the lane. Your receipt is available in the UPGo app.



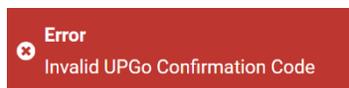
- If you are outgoing and did not have the Seal number when the mission was created in UPGo, this appears on the screen. Enter the **Seal** number and select **Submit**. The **Transaction Complete. Please Exit the Lane** message appears as above. Exit the lane. Your receipt is available in the UPGo app.



- If there is an error, this message appears. A clerk will contact you on the kiosk phone to resolve the issue.

A CLERK IS BEING CONTACTED. PLEASE WAIT.

- If the code is invalid, this message appears.



Re-enter the code. If it is still considered invalid, this message appears. A clerk will contact you on the kiosk phone to resolve the issue.

A CLERK IS BEING CONTACTED. PLEASE WAIT.

- If you are bobtailing and the system detects something is there, this message appears. A clerk will contact you on the kiosk phone to resolve the issue.

A CLERK IS BEING CONTACTED. PLEASE WAIT.

- If you are currently banned from the facility for an infraction, this message appears with the reason why you are banned. **YOU MUST IMMEDIATELY LEAVE THE FACILITY.**

