



# Let us make your daily operations feel like magic with our **Gate Monitoring Services**

Great news! These services are part of your subscription, **with no additional charges.**

## Questions?

For more information or questions, feel free to reach out to us. We're ready for a chat!

## Together with the **Gate Monitoring Team Experts:**



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This brochure is used for information purposes only

## 01 Pick-up and drop-off reference validity

### Why is it important for **suppliers** to provide valid references on the xChange app?

A valid release reference establishes the **supplier's** credibility; without it, the **user's** ability to pick-up containers is affected, impacting the efficiency and reliability of their business on the xChange platform. For detailed information and instructions on how to create references in xChange app, please click [here](#).

### How does the xChange reference confirmation service work?

xChange offers a reference confirmation service primarily to prevent issues when picking up containers.

**How?** Our team reaches out to depots:

- to confirm that the *release reference* is valid for picking-up containers. Once it's confirmed, you will see it turn **green** on the deal page.
- To inform both **users** and **suppliers** in case the release reference is not valid and prevent pick-up problems.

**Reminder:** **Users** should inform **suppliers** of pick-up/drop-off schedules 24 hours in advance.

We aim to quickly confirm your releases, ensuring you know its status within 24 hours after it has been provided.

## 02 Monitoring Container Movements

### Why is it so important to report pick-up and drop-off dates in xChange app?

- **Visibility:** Track your containers journey
- **Wallet updates:** Get your credits in Real-time
- **Error-free invoices:** Forget about invoicing errors

### How do you report pick-up and drop-off of containers?

When reporting containers, you can either manually report them one by one or by sharing files or copying and pasting pic-kup/ drop-off data on xChange app. For detailed information and instructions on reporting container movements, please click [here](#).

### Is manual container reporting in xChange taking up too much of your time?

Discover three **automated solutions** to report pick up and drop off data in xChange app:

1. **Container movement report:** **Suppliers** can share a recurring container movement reports via email or api calls, and let us do the magic to uploaded the data in xchange app.
2. **DEPOTconnect integration:** **Suppliers** can help us get container movements dates automatically in the xChange app through depot connection.
3. **Container monitoring service:** Our team is also helping you collect gate In/Out movements from depots and report them in xChange app.