

DUBAI SHAHIN PLATFORM

DRIVER & DISPATCH OPERATIONAL MANUAL

Operational Notice: This manual provides mandatory field protocols for commercial drivers and dispatchers operating cargo transport within Dubai's Virtual Customs Corridors. Adherence to these protocols ensures non-interrupted transit, compliance with Dubai Customs / SIRA regulations, and prevention of automated fines (up to AED 18,000).

SECTION 1: DESTINATION UNSEALING & TRANSIT COMPLETION RULES

Unauthorized tampering or premature unsealing of an IoT Electronic Smart Seal instantly generates a high-priority alarm on the SIRA & Dubai Customs control dashboard. Drivers must strictly follow the destination verification sequence.

1.1 Authorized Personnel & Clearance Pre-requisites

- Authorized Unseal Officers:** Only designated Dubai Customs officers, authorized Free Zone customs inspectors, or certified destination warehouse compliance officers equipped with authenticated Shahin handheld scanners/apps are permitted to remove or deactivate the IoT Smart Seal.
- Driver Strict Prohibition:** Drivers are strictly forbidden from cutting, tampering with, or attempting to open the electronic seal under any circumstances prior to official arrival confirmation.

1.2 Step-by-Step Destination Deactivation Protocol

- Geofence Arrival Verification:** Ensure the transport vehicle is physically parked inside the designated destination geofence (e.g., JAFZA Free Zone Gate, DWC Logistics District, or registered bonded warehouse).
- Portal Arrival Log:** Dispatch or the driver must open the driver-side mobile app / terminal and select "*Request Destination Clearance*" to transmit geofenced status.
- Physical Inspection & Tag Scan:** The authorized inspector scans the IoT Smart Seal RFID/NFC chip using the official inspector app to verify seal integrity.
- Electronic Disarm Signal:** Upon confirmation, the customs system sends an electronic unlock payload to the seal. The LED indicator on the seal will switch from **Blinking Red (Armed)** to **Solid Green (Disarmed)**.
- Mechanical Release:** Safely unlatch the smart seal pin and hand over the reusable IoT module to the designated customs entry point or authorized site coordinator.
- Transit Completion Receipt:** Ensure an automated digital clearance receipt is issued on the Shahin portal before departing the delivery zone.

CRITICAL WARNING: Accidental Seal Tampering

If a seal cable is accidentally damaged or severed during offloading, immediate notice must be submitted via dispatch to Dubai Customs within **15 minutes** alongside photo evidence to avoid automatic confiscation flags and police dispatch.

SECTION 2: GPRS BLACKSPOTS & SIGNAL BUFFER PROTOCOL

In the event of cellular coverage dropouts, temporary network outages, or signal shadows along designated Dubai corridors, the SecurePath Premium onboard unit operates under an automated fail-safe telemetry buffering protocol.

2.1 Automated Hardware Data Buffering

Certified SIRA SecurePath Premium devices are equipped with non-volatile internal flash memory capable of logging up to **72 continuous hours** of telemetry data (GPS position, speed, door status, and timestamp) during cellular disconnection.

2.2 Standard Operating Procedure During Transmission Loss

Disconnection Window	System Classification	Required Action
0 – 15 Minutes	Temporary Signal Drop	Device automatically logs pings to internal buffer memory. Driver continues along approved route.
15 – 45 Minutes	Monitored Disconnection	Shahin Control Center flags vehicle. Dispatch receives automated SMS/Email alert. Dispatcher must verify driver position via offline voice call.
> 45 Minutes	Critical Security Breach	High-risk alert triggered. Driver must pull over safely at the nearest authorized rest area or service station and contact Shahin Support immediately.

2.3 Submitting Technical Data Logs for Fine Waiver

If a non-transmission fine or inspection flag is issued due to a verified cellular network outage, dispatch must follow this 3-step dispute resolution sequence:

1. **Extract Internal Buffer Log:** Request the raw `.LOG` / `.CSV` telemetry file directly from your certified SIRA GPS installation vendor.
2. **Obtain Network Outage Confirmation:** Request a telecom service outage ticket reference from the network provider (du / Etisalat) corresponding to the exact time and location.
3. **Submit Fine Dispute Ticket:** Upload the buffer log and telecom reference ticket to the Shahin Support Portal (shahin.securepath.ae) under "*Fine Appeals & Telemetry Disputes*" within **14 business days**.

SECTION 3: EMPTY CONTAINERS, UNLADEN TRUCKS & PORT RE-ENTRY

A common operational risk arises when managing empty container movements (Empty Returns) or unladen trucks entering controlled Dubai Port Authority (DPA) zones, such as Jebel Ali Port Terminals 1, 2, and 3.

3.1 Regulatory Requirements for Empty Movements

- **Permanent GPS Active Status:** Unladen trucks and empty container chassis registered in Dubai still require an active SIRA SecurePath transmission. Empty status does not exempt the tractor unit from real-time monitoring.
- **No Smart Seal Required:** Empty container movements do not require an active IoT Smart Seal unless specifically requested by Dubai Customs for high-risk verification sweeps.

3.2 Re-Entry Permit Protocol for Jebel Ali / Port Gates

To avoid gate lockout when returning empty containers or entering ports to pick up new import cargo, dispatch must execute the following workflow:

1. **Pre-Manifest Declaration (Dubai Trade):** Generate an *Empty Container Return Advice (EIR)* or *Gate Pass Request* via Dubai Trade (`dubaitrade.ae`).
2. **Shahin Automated Gate Cross-Check:** The port gate OCR camera system automatically scans the truck license plate and queries the Shahin database for:
 - Active SIRA SecurePath Premium device status (Live ping within last 5 minutes).
 - Valid annual SIRA installation certificate on file.
3. **Green Light Clearance:** If telemetry pings are confirmed, the port barrier automatically lifts, issuing a terminal entry ticket.
4. **Red Light Lockout Protocol:** If the gate scanner returns a "No Active Shahin Stream" error:
 - a. Move vehicle immediately to the **Port Holding Area (Zone B)**. Do not block the main gate lanes.
 - b. Check the tractor unit master kill-switch to ensure power to the GPS unit was not manually disconnected by the driver.
 - c. Contact Fleet Dispatch to trigger a manual "Re-Ping Request" on the Shahin portal.

DRIVER MANDATE: Master Power Switches

Drivers must **NEVER** turn off the battery isolation switch (Master Switch) while parked inside port premises or during transit. Turning off the master switch cuts power to the GPS backup battery, generating an automated *Tamper & Power Cut Alert*.

SECTION 4: DISPATCHER QUICK-REFERENCE PRE-DEPARTURE CHECKLIST

#	Verification Item	Standard Target	Status
1	SecurePath GPS Live Ping	Transmitting (< 3 min ago)	[] Pass
2	SIRA Installation Certificate	Valid (> 30 days to expiry)	[] Pass
3	IoT Smart Seal Battery Level	Green LED (> 80% Charge)	[] Pass
4	Virtual Corridor Route Sync	Loaded on Driver Terminal	[] Pass

#	Verification Item	Standard Target	Status
5	Driver Emergency Contact Sheet	Available in Cab	☐ Pass