

# CUSTOMER SERVICE CENTER **FACT SHEET**



***An experienced team of professionals here to assist with your needs.  
Our mission is to provide an elevated level of service that provides “customer centricity” with every opportunity.***

**Hours of Operation:** Monday – Friday 8:00 am – 5:00 pm

**Phone:** 912-963-5526

**General Customer Service:** Email: [csv@gaports.com](mailto:csv@gaports.com), **Phone – Option 4**

**Government Services:** Email: [govcsv@gaports.com](mailto:govcsv@gaports.com), **Phone – Option 3**

**Reefer/Cold Treatment:** Email: [reefercsv@gaports.com](mailto:reefercsv@gaports.com), **Phone – Option 2**

**Information Availability:** 24 hours / 7 days per week via: [webaccess.gaports.com](http://webaccess.gaports.com)

**For printable driving instructions:** [www.gaports.com](http://www.gaports.com)

## **General Customer Service:**

- Assistance with general inquiries
- Research and Reporting
- Gate Transactions, issues or concerns
- Rail inquiries
- Equipment & Cargo Availability
- Port Broadcast advisories/communications
- Pick-up and delivery verification

## **Refrigerated Cargo:**

*Cold Treatment & Reefer Specialists to assist with your Cold Treatment inquiries*

- Cold treatment and reefer tracking and tracing
- Liaison with CBP and Ocean Carriers
- Daily reporting to CBP

## **Government Services:**

*Government Services team of specialists to assist with Government Inquiries/Concerns*

- US CBP Inspections
- US CBP liaison on issues/concerns

## **NAVIS**

- Port Systems Training

## **Web Access:**

*An Information management system that users with real-time access to terminal transaction provides data. It also provides a wide range of standard reports that can be used for tracking and tracing.*

## **Process Improvement:**

*Tagging/TAG Program:*

*We encourage importers and Beneficial Cargo Owners to be a TAG Program user for various reasons, below listed are just a few of the many items that can be reported:*

- Automated Report Communications
- Container Tracking
- Terminal Locations
- Group Containers by vessel
- In-gate and Out-gate activity
- Containers on hold
- Discharge time and date
- Motor Carrier /truck transactions
- Dwell on terminal

## CSV FAQs

- **Pre-Advice PIN** - All container moves must be pre-advised through Web Access at: [webaccess.gaports.com](http://webaccess.gaports.com). Contact our Customer Service Center at 912-963-5526 for more details.
- **Spouse or Child in Truck/Vehicle** - A Spouse or child may not ride as a passenger unless they have a TWIC identification card. A pet may ride along with you however they are always to remain inside the vehicle while on terminal.
- **Last Free days** - Any questions or requests regarding free days must be handled by your steamship line.
- **Gate or Holiday hours** - For any questions regarding changed gate hours or holiday hours please visit our Georgia Ports Authority website: [webaccess.gaports.com](http://webaccess.gaports.com).
- **Container Availability** - For any questions regarding container availability please visit our Georgia Ports Authority website at [webaccess.gaports.com](http://webaccess.gaports.com)
- **Exam Status** - For any questions regarding the exam status of your container please call the CSV at 912-963-5526 or email [govcsv@gaports.com](mailto:govcsv@gaports.com)
- **Container locations** - For help finding your container please email us a request with your container number at [csv@gaports.com](mailto:csv@gaports.com). To document the process of finding your container we require the request to be through email and not over the phone.
- **Vessel ETA's** - For any questions regarding vessel Estimated time of Arrival please visit our Georgia Ports Authority website at [webaccess.gaports.com](http://webaccess.gaports.com)
- **TWIC Requirements** - TWIC -- Transportation Worker Identification Credential. Go to [TWIC.gov](http://TWIC.gov) to see locations where you can apply for the card. *"Effective August 5<sup>th</sup>, 2019 The Georgia Ports Authority has gone to 100% scanning of TWIC at all GPA Access points"*
- **Vessel Docking Information** - For any questions regarding vessel docking please visit our Georgia Ports Authority website at [webaccess.gaports.com](http://webaccess.gaports.com).
- **Booking Updates** – The Customer Service Center (CSV) cannot update all bookings, but we will if possible. If we do not have access to update the booking tally you will need to contact your shipping line.

**Thank you for considering GPA. For further information please contact your  
GPA Customer Service Center at:**

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