

Customer Service
Frequently Asked Questions

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.

Is My Container Available for Pickup?

In WebAccess, go to the "Containers" menu, then select "Availablity Inquiry." Enter your container number(s) in the Equipment ID field. Click "Submit". If a container is available, it will have a green check mark by it. If it is unavailable, it will have a red X on it.

How Do I Get Registered to Create Pins/Webaccess?

Visit gaports.com. Click on the blue Vessel Tracking button on the right hand of the screen. Click on Learn More under WebAccess, then WebAccess Registration and fill in the requested information. Allow up to 24 business hours to receive a sign-on and password.

Is My Booking Open for Receiving?

Visit gaports.com, click the blue "Vessel Tracking" button in the top right corner of the homepage. Click "Find More Here" under Vessel Schedule. Navigate to the vessel the booking is for, then click the down arrow on the left side. The begin receiving date will be underneath the "Dry Earliest Receive Date" column.

I Didn't Get Out of the Gate by 6 PM, and I Still Have a Container on My Chassis. What Do I Do?

If the gates have closed and you still have a container, you will need to do the following: first, you will need to drop your container at the Internal Kiosk. Then, have your dispatcher send an email to gateoperations@gaports.com detailing which container was left and why. Finally, you will need to bobtail out of Gate 5.

Do I Need a TWIC Card to Get Into the Port?

Yes, you must have a TWIC card and Port Badge to access the terminal without an escort.

I Need to Get on the Terminal, but I Do Not Have a TWIC Card. How Do I Get an Escort?

Reach out to Georgia Vehicle Escorting. Their contact number is 912-665-0557.

What is a SCAC Code?

A SCAC code is a four-letter code assigned to transportation companies. You must have a SCAC code registerd with the UIIA for WebAccess and create PINs.

For further questions, please call 912.963.5526 Mon-Fri from 0800-1700
Information also available 24/7 at webaccess.gaports.com | For printable driving instructions www.gaports.com

Do You Have Directions to Your Terminals?

Visit **gaports.com**. Under the Contact menu at the top of the page, click Directions. Information is available 24/7 at **webaccess.gaports.com**. Printable driving instructions available at **gaports.com**.

What Are the Gate Hours for GCT?

Our current hours are available at **gaports.com**. Under the Contact menu, click Regular Gate Hours and Holiday Closings. For adjusted gate hours due to a holiday or other special circumstance, call us or text **GPAUSER** to **888-777** for automated updates.

Physical Addresses at GCT:

Gate 1 [J6]	100 Gibbons Rd.
Gate 3 [I5]	100 Hawaii Rd.
Gate 4 [E4]	100 Holt Dr.
Gate 5 [E4]	100 Trippe Blvd.
Gate 8 [B5]	100 Mason Dr.

Administration Bldg [E5]	2 Main St.
Container Operations [H6]	60 Main St.
Police/Credentialing [H6]	100 Main St.

I'm Looking for Work. Can You Assign Me Containers to Pull Out?

We do not assign work or loads. However, you can utilize our Port Services Directory for contacts. To access our directory, visit **gaports.com** and scroll to the bottom of the page. At the bottom, under Quick Links, is a link to the Port Services Directory.

Are You Open on Holidays?

We are open on most holidays but do have a few no-work days during the year. Visit **gaports.com**. Go to Contact and then Regular Gate Hours and Holiday Closings. Scroll down to view all our holidays and their corresponding gate statuses, as each holiday is different.

Are You Hiring?

Visit **gaports.com**. At the bottom of the page, there is a button named "Careers". This will lead you to all our open positions. You can also sign up for notifications to be alerted when new jobs are posted.

How Do I Pull Containers Through the Port?

gaports.com has a page for motor carriers that explains everything you need to get started as a driver here. Visit **gaports.com**, then navigate to the button that says Motor Carriers. It is on the second row of buttons beneath our homepage's banner.

My Truck Broke Down in the Port. How Do I Cancel My Ticket?

Your dispatcher will need to email **gateoperations@gaports.com** to cancel the ticket.

Can I Bring a Passenger?

A passenger must be approved by Port Police before entry. To get approval, reach out to Port Police at **passengeraccess@gaports.com**. Include the name of the driver, the passenger, the company name, and the reason why the passenger needs access to the facility.

Can I Bring a Pet?

Pets are not allowed to ride with you at the terminal. Visit **webaccess.gaports.com** for available information 24/7. For printable driving instructions, visit **gaports.com**.

How Do I Pin Out a Chassis?

You will need to reach out to the SACP to get an EDO to pick up the chassis, then pin out the chassis in WebAccess as a PreGate Deliver Chassis.

I Need a Reprint of a Ticket.

Email **websystems@gaports.com** for assistance with an EIR reprint. Some requests may be charged a fee based on the size of the request.

Do I Need to Be UIIA Certified Already to Sign Up for WebAccess?

GPA provides WebAccess for BCO, 3PL, and Custom Brokers for visibility access. A valid UIIA SCAC is required for pinning via WebAccess.

I Missed the Cutoff and Need to Bring This Export In. What Do I Do?

You will need to reach out to the ocean carrier and see if you can get approved for a late gate. After being approved, they will need to reach out to the stevedore.

My Container's Position Shows a "V" on It in WebAccess. Where Is That in the Yard?

A "V" position indicates that the container is still on the vessel. Once it shows a "Y" position, it is in the yard. Additionally, a "T" location indicates it's on a truck, and an "R" location indicates it's on a train.

How Do I Stay Up to Date on Port Updates?

We send out advisories with any changes. Text **GPAUSER** to **888-777** to subscribe to our text alerts.

How Do I Pay Storage? What's My Last Free Day?

We do not charge you anything – all charges are from the ocean carrier. You will need to reach out to them to find out how to pay demurrage, exam fees, and any other charges. Information is available 24/7 at **webaccess.gaports.com**. For printable driving instructions, visit **gaports.com**.