

Customer Experience FAQ's

The below are some frequently asked questions and answers. If you cannot find the answer to your question, please call us at 912.963.5526. We are open Monday through Friday from 0800 to 1700.

Q: Is my container available for pickup?

A: In WebAccess, go to the “Containers” menu, then select “Availability 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.

Q: How do I get registered to create pins/WebAccess?

A: Go to www.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.

Q: Is my booking open for receiving?

A: On our website, 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 receive date will be underneath the “Dry Earliest Receive Date” column.

Q: I didn't get out of the gate by 6pm and I still have a container on my chassis. What do I do?

A: 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 what container was left and why. Finally, you will need to bobtail out of Gate 5.

Q: Do I need a TWIC card to get into the port?

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

Q: I need to get on the terminal, but I do not have a TWIC card. How do I get an escort?

A: Reach out to Georgia Vehicle Escorting. Their contact number is 912-677-5631.

Q: What is a SCAC code?

A: A SCAC code is a four-letter code assigned to transportation companies. You must have a SCAC code to register for WebAccess and create pins.

Q: Do you have directions to your terminals?

A: Go to gaports.com. Under the Contact menu at the top of the page, click Directions.

Q: What are the gate hours for GCT?

A: Our current hours are available on the website, 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.

Q: Physical Addresses at GCT:

GPA ADDRESSING	
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
17 ADMINISTRATION BLDG[E5].....	2 MAIN ST
23 CONTAINER OPERATIONS[H6]..	60 MAIN ST
25 POLICE/CREDENTIALING[H6]..	100 MAIN ST

Q: I'm looking for work. Can you assign me containers to pull?

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

Q: Are you open on holidays?

A: We are open on most holidays, but do have a few no work days during the year. Go to www.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.

Q: Are you hiring?

A: Go to www.gaports.com. On the first row of buttons beneath the banner, 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.

Q: How do I pull containers through the port?

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

Q: My truck broke down in the port. How do I cancel my ticket?

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

Q: Can I bring a passenger?

A: 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.

Q: Can I bring a pet?

A: Pets are not allowed to ride with you at the terminal.

Q: How do I pin out a chassis?

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

Q: I need a reprint of a ticket.

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

Q: Do I need to be UIIA certified already to sign up for WebAccess?

A: Yes, you will need to be registered with the UIIA. An active SCAC code registered with the UIIA is required to set up a WebAccess account.

Q: I missed the cutoff and need to bring this export in. What do I do?

A: 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.

Q: My container's position shows a V on it in WebAccess. Where is that in the yard?

A: 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.

Q: How do I stay up to date on port updates?

A: We send out advisories with any changes. Text GPA USER to 888-777 to subscribe to our text alerts.

Q: How do I pay storage? What's my last free day?

A: 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.