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GATE TICKET REPRINT PROCESS

We now have the system up and running that replaces the old TIR link from our website. You can retrieve all tickets from 8/1/13 forward by using the below email address. Reprints are not available for current day activity. Here are the instructions on how to use it:

The email address is tickets@global-terminal.com

You must specify what information you need by entering it into the SUBJECT field of the email. The body of the email is not read.

You have the following capabilities with the system.

You can specify the TRANSACTION number by setting the subject to nnnnnn where nnnnnn is the TRANSACTION.

An example of this is a subject of 1135770. This will return the tickets for that transaction.

You can specify the CONTAINER number by setting the subject to XXXXnnnnnnn where XXXXnnnnnnn is the container number.

An example of this is a subject of HASU4106070. This will return a list of the 10 most recent missions for that container. You can then click on one of the missions and send an email back to tickets@global-terminal.com to get that specific mission.

You can specify the DRIVER sealink number by setting the subject to DRIVER:nnnnnn where nnnnnn is the DRIVER sealink number.

An example of this is a subject of DRIVER:1135829. This will return a list of the 10 most recent missions for that driver. You can then click on one of the missions and send an email back to tickets@global-terminal.com to get that specific mission.

You can specify the SCAC trucking company code by setting the subject to SCAC:xxxxxx where xxxxxx is the trucking company SCAC code.

An example of this is a subject of SCAC:METS. This will return a list of the 10 most recent missions for that trucking company. You can then click on one of the missions and send an email back to tickets@global-terminal.com to get that specific mission.

When a request generates more than 1 mission, you always get back a list of up to 10 missions for that request. If there are less than 10 missions you would get however many there are up to 10.

You can also specify a DATERANGE after the criteria by using DATERANGE:<date> where <date> is the date you want to search or DATERANGE:<fromdate>:<todate> where <fromdate> is the start date at 00:00 hours and <todate> is the end date at 23:59 hours Please note the colons (":") separating the keyword DATERANGE and the date(s). This will restrict the search for missions within the date specified.

You can use a variety of date formats. If the year is not included the current year will be used.

Some examples for Sept 1, 2013 are 9/1/2013, 9/1, 9.1.2013, 9.1, 2013-9-1, 9-1, 9/1/13, 01-SEP-2013.