

# GCT Canada – Customer Service Portal: 3rd Parties



**Table of Contents**

LYNX CSP – Creating an Account and Logging In ..... 2

LYNX CSP – Menu Options ..... 3

EQUIPMENT > Equipment Inquiry ..... 4

EQUIPMENT > Make a Payment ..... 5

EQUIPMENT > Make a Payment (Continued) ..... 6

EQUIPMENT > Make a Payment (Continued) ..... 7

IMPORTS > Import Release Inquiry ..... 8

IMPORTS > Container Notifications ..... 9

EXPORTS – Late Arrival ..... 10

REPORTS > Vessel Schedule ..... 11

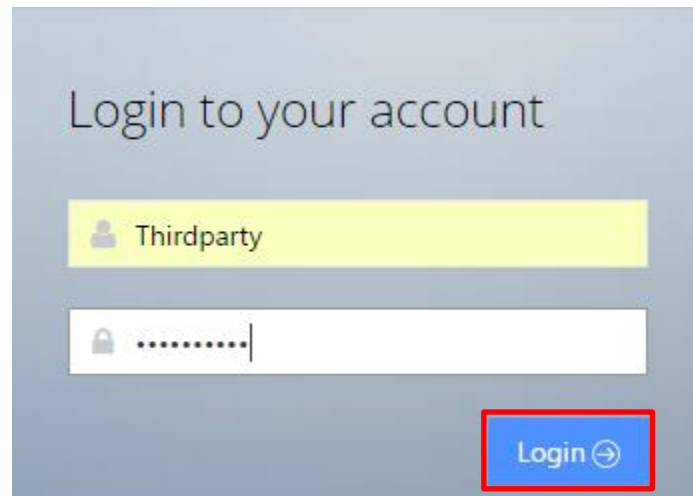
Contact Us ..... 12

## Lynx CSP – Creating an Account and Logging In

Lynx CSP is a web-based customer portal that provides accurate, intuitive and real-time information from the Terminal Operating System (TOS) to the terminal and registered community.

To register, please see the [LYNX New User Guide](#) for more information on how to register, login, change your password, and recover/reset your password.

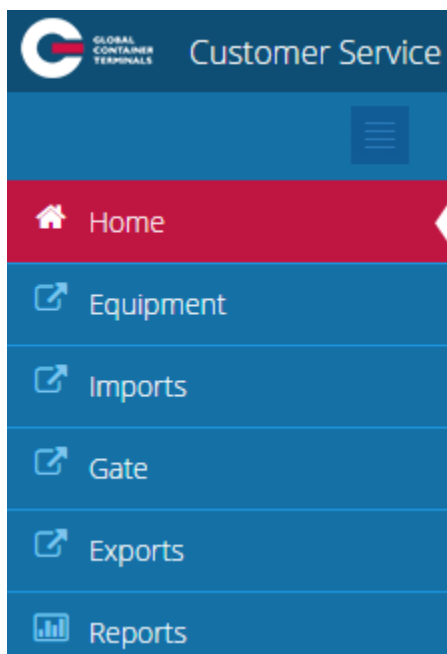
To Login, enter your username and password and select the  button.



The screenshot shows a login interface with a grey background. At the top, the text "Login to your account" is displayed. Below this, there is a yellow dropdown menu with a person icon and the text "Thirdparty". Underneath the dropdown is a white password input field with a lock icon and a series of dots representing the password. At the bottom right of the form, there is a blue "Login" button with a right-pointing arrow icon, which is highlighted with a red rectangular border.

## Lynx CSP – Menu Options

Lynx CSP allows users to keep track of their cargo through all stages of the cargo lifecycle. The different menu options give users the ability to look up information pertaining to different aspects of terminal operations.



## EQUIPMENT > Equipment Inquiry

One of the most useful screens in Lynx CSP is the Equipment Inquiry screen as it provides users with the following:

Physical Container Details

Container Routing Information

Equipment Inquiry

Home > Equipment > Equipment Inquiry

Container Number  
TCNU7614829

Detailed Container Information

<b>Equipment #:</b> TCNU7614829	<b>Line Operator:</b> MOL	<b>Booking:</b>
<b>Class:</b> CONTAINER	<b>Category:</b> IMPRT	<b>O/B Carrier:</b> GEN_TRAIN-0
<b>Chassis:</b>	<b>Status:</b> FCL	<b>Bills:</b> <input type="button" value="View Bills"/>
<b>Genset:</b>	<b>Position:</b> Y-DLT-H120Q2-DLT	<b>I/B Carrier:</b> OOAT82-0 OOCLATLANTA
<b>ISO:</b> 4500	<b>Seal Number:</b> <input type="button" value="View Seal"/>	<b>POL:</b> Yantian
<b>Sz/Tp/Ht:</b> 40 / GP / 96	<b>Temperature:</b>	<b>POD:</b> Vancouver
<b>Gross Weight:</b> 9679.0 KG	<b>Hazardous:</b>	<b>Bonded Dest:</b> CNRCHI
<b>Safe Weight:</b> 30480.0 KG	<b>Damaged:</b> NONE	<b>Trucker:</b>
<b>Tare Weight:</b> 3084.0 KG	<b>Out of Gauge:</b> No	
<b>Dray Status:</b>	<b>Grade:</b> <input type="button" value="View"/>	
<b>Remarks:</b>	<input type="text"/>	

## EQUIPMENT > Make a Payment

This screen allows you to guarantee storage for import containers that have not been picked up by their Last Free Day.

To guarantee storage, copy + paste the container number that you wish to guarantee and select the date that you wish to guarantee the container to (“Proposed Paid Thru Date”). Select the red Search button. The results will populate below the “Search” button.


The screenshot shows the 'Make a Payment' interface. On the left is a navigation menu with options: Home, Equipment (highlighted), Equipment Inquiry, Make a Payment, Imports, Exports, and Reports. The main content area has a breadcrumb trail: Home > Equipment > Make a Payment. Below this, there are two input fields: 'Container number:' with the value 'CCLU4461810' and 'Proposed Paid Thru Date:' with the value '06/21/2016'. A red 'Search' button is positioned to the right of the date field.

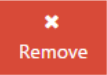
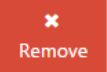
Next select the storage that you wish to pay for by checking off the boxes on the left hand side (or “Select All”). To confirm payment, click on “Pay Selected”.

Number	Proposed Paid Thru Date	B/L	Location	Current PTD	LFD	GTD	Vessel	Voyage	Total of Selected	
CCLU4461810	06/21/2016		Y-DLT-M046A2		2016-06-21		CAME	1425	\$2,227.20	<input checked="" type="checkbox"/> Remove
Fee	From Date	To Date	Description	Quantity Billed	Amount					
<input checked="" type="checkbox"/>	STORAGE	2016-06-16	2016-06-20	day 1-5	5.0	\$1,760.00				
<input checked="" type="checkbox"/>	STORAGE	2016-06-21	2016-06-21	day 6-10	1.0	\$467.20				
Showing 1 to 1 of 1 entries										Previous Next
<input checked="" type="checkbox"/> Pay Selected	<input type="checkbox"/> Select All	<input type="checkbox"/> Deselect All					Total Charges:	\$2,227.20		

Clicking on the “Pay Selected” button will take you to the payment confirmation page where you will be able to finalize the guarantee.

## EQUIPMENT > Make a Payment (Continued)

Number	Proposed Paid Thru Date	B/L	Location	Current PTD	LFD	GTD	Vessel	Voyage	Total of Selected
<b>CCLU4461810</b>	2016-06-21		Y-DLT-M046A2		2016-06-21		CAME	1425	\$2,227.20

Fee	From Date	To Date	Description	Quantity Billed	Amount	
STORAGE	2016-06-16	2016-06-20	day 1-5	5.0	\$1,760.00	
STORAGE	2016-06-21	2016-06-21	day 6-10	1.0	\$467.20	

Payment Type:

Charges Owed:

Under the "Payment Type" field, select "Guarantee Payment" from the drop down menu and then hit the blue "Guarantee Payment" button at the bottom.

Payment Type:

Charges Owed:

### Payment Information

Organization Name:

First Name:

Last Name:

Once you select the "Guarantee Payment" button, you will receive a Payment Confirmation and will be able to print off the receipt.

# EQUIPMENT > Make a Payment (Continued)

## RECEIPT OF PAYMENT

**GCT Canada Head Office**  
 1285 Franklin Street  
 Vancouver, BC V6A 1J9, Canada  
 Tel: 1(604) 267-5200  
 Fax: 1(604) 267-5212



**Payee:**  
 Third Party

**Payment Type:** Guarantee  
**Organization:** THIRD PARTY

Number	B/L	Location	LFD	PTD	GTD	Vessel	Voyage	Charges Paid	Ref Id
CCLU4461810		Y-DLT-M046A2	2016-06-21			CAME	1425	\$2,227.20	48037850749

Fee	From Date	To Date	Description	Quantity Billed	Amount
STORAGE	2016-06-16	2016-06-20	day 1-5	5.0	\$1,760.00
STORAGE	2016-06-21	2016-06-21	day 6-10	1.0	\$467.20

Total Charges: \$2,227.20

You will also be able to view your payment history by searching the payment reference ID, Container Number, or the Start and End Date.

**Payment History**

Select date range for payment(s) or Reference id or Container Number.

Reference id:     Container number:     « Or »

Start Date:     End Date:     Search    Reset

Payments By Date

Show  entries    Search:

Expand	Request Date	Description	Requestor Name	Total Amount	Trans Type	Reference Id	Reprint		
	2016-06-21 1:59:52 PM	Guarantee has been accepted	Third Party	\$2,227.20	GUARANTEE	48037850749			
	<b>Container</b>	<b>B/L</b>	<b>Location</b>	<b>Fee Type</b>	<b>Container Description</b>	<b>From Date</b>	<b>To Date</b>	<b>Quantity Billed</b>	<b>Amount</b>
	CCLU4461810	YTNVAN404273	Y-DLT-M046A2	STORAGE	\$2227.2	2016-06-16	1900-01-01	5.0	\$1,760.00
	CCLU4461810	YTNVAN404273	Y-DLT-M046A2	STORAGE	\$2227.2	2016-06-21	1900-01-01	1.0	\$467.20
	2016-06-20 4:28:47 PM	Guarantee has been accepted	Third Party	\$1,760.00	GUARANTEE	4803792241			

Showing 1 to 2 of 2 entries



## IMPORTS > Import Release Inquiry

This screen allows users to check container availability by container number or bill of lading number. Lynx CSP will return general container details and a Yes/No availability check. Users will be provided with a list of outstanding holds in the event the container is not available.

Customer Service Portal | Make a Payment | Lynx User

### Import Release Inquiry

Home > Imports > Import Release Inquiry

Container Bill of Lading

Enter Container Number(s). Separate Multiple Entries with a Comma.

HLXUS104036

Search

Show: 10 entries Search:

Available	Number	B/L	Line	Holds	Customs	Line Status	Position	LFD	PTD	GTD	Vessel	Trucker
YES	HLXUS104036	HLC	HLC		RELEASED	RELEASED	Y-DLT-416A1	6-3-2016		6-30-2016	OOAT	ACME - ACME Trucking

Showing 1 to 1 of 1 entries Previous Next

Make a Payment

If a container is on Hold, you will have the option to add it to the “Container Notifications” page, which is located just below Import Release Inquiry. To do that, search for the container and select the red “Notify Me” button on the far right side of the search results.

Show: 10 entries Search:

Available	Number	B/L	Line	Holds	Customs	Line Status	Position	LFD	PTD	GTD	Vessel	Trucker
NO	HLXUS104036	HLC	HLC	CBSA	RELEASED	RELEASED	Y-DLT-416A1	7-10-2016		6-30-2016	OOAT	Notify Me

## IMPORTS > Container Notifications

This screen allows you to monitor selected containers that are not available for pick-up. If a container is on hold, you will have the option to add it to the Container Notifications page. As mentioned in the previous section, you will search for the container in the Import Release Inquiry page and select the red “Notify Me” button on the far right side of the search results. The container will then appear under the Container Notifications page. Once it becomes available you can delete it from your list by selecting the red Delete button on the far right side of the page.

Container	Available	Last Updated	Action
<a href="#">HLXU5104036</a>	No	7-5-2016 11:01 AM	<a href="#">✖ Delete</a>

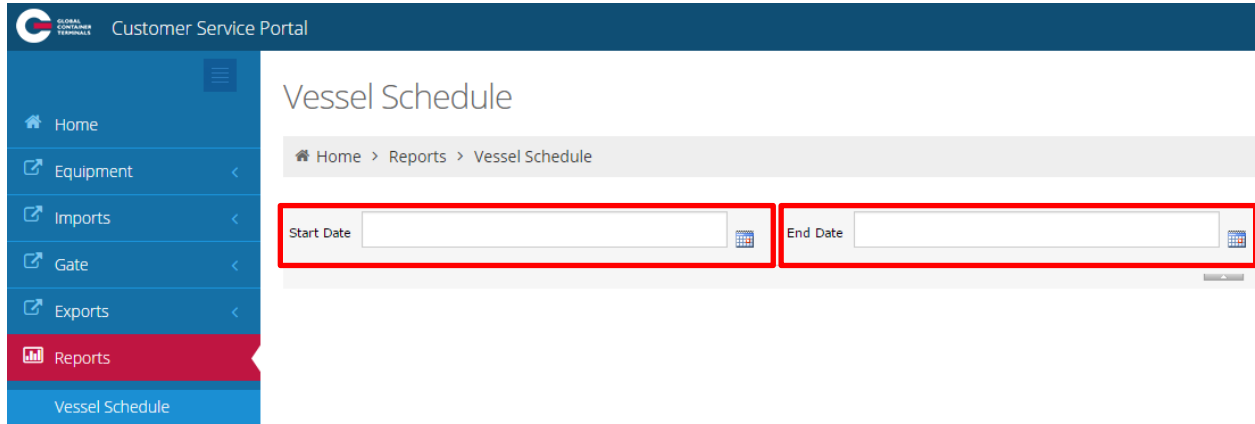
## **EXPORTS – Late Arrival**

This functionality is not currently available.

GCT-Canada will look to incorporate the Late Arrival option sometime in the near future.

## REPORTS > Vessel Schedule

Lynx CSP contains a vessel schedule report that is useful to both terminal users and other parties. The below is an example of the vessel schedule report. The user can query the vessel schedule using their desired Start and End Date as parameters.




Additionally, users have the ability to export the report into a variety of formats (PDF, Excel, TIFF) to allow greater flexibility with the report data. The export button is found right below the “End Date” parameter after the user submits the query.

Vessel Schedule

Home > Reports > Vessel Schedule

Start Date: 2016-05-29    End Date: 2016-04-06

1 of 1    Find | Next    

**Vessel Schedule** Last Run: 5/29/2016 2:00:40 PM

Parameters	
Date Range:	5/29/2016 - 6/4/2016

Total Records: 6

Visit ID	Vessel ID	Vessel Name	I/B Voyage	O/B Voyage	Service	Estimated Arrival	Estimated Departure	First Availability	Begin Receive	Cargo Cutoff Dates		
										Cargo	Reefer	Hazardous
CARL822	CARL	CARL SCHULTE	619	822	TP9	5/29/2016 8:59:00 AM	5/31/2016 8:00:00 AM	5/29/2016 8:59:00 AM		5/27/2016 5:00:00 PM	5/27/2016 5:00:00 PM	5/27/2016 5:00:00 PM
HSP4822	HSPA	HS PARIS	619	822	TP9	5/29/2016 7:59:00 AM	5/31/2016 8:00:00 AM	5/28/2016 8:59:00 AM		5/27/2016 5:00:00 PM	5/27/2016 5:00:00 PM	5/27/2016 5:00:00 PM

## Contact Us

If you have any further questions or concerns please contact us at:

**Telephone:** +1 888 342 3385

**Email:** [customerservice-can@globalterminals.com](mailto:customerservice-can@globalterminals.com)

Thank You

Global Container Terminals - Canada