

# Port Transportation Association

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GCT Canada  
1285 Franklin St.  
Vancouver, BC V6A 1J9

April 13, 2020

RE: GCT System Clarifications

To Whom It May Concern,

The Port Transportation Association represents many small and medium sized companies within the TLS system. Over the past few weeks, our members have brought a few questions and concerns regarding GCT Canada reservations systems to our attention. It is our hope that this letter can clarify some points, and ease some of the frustrations currently being experienced by our members.

The reservation process has always presented difficulties for members obtaining the reservations required to be able to facilitate container movements in and out of the GCT Terminals, however recently it's been noted that the reservation system currently in place has significant lag time. The slow loading system is resulting in difficulties in securing a reservation.

For example, when the Deltaport reservations open up at 10AM, no matter how quickly an attempt to make a reservation, there is up to a five-minute load time for the system to bring up available reservations. For some of our members, by the time the system has loaded all available reservations are gone. This difficulty has been reported by both Telus and Shaw users, who typically do not have any issues on any other platform.

A few members have contacted GCT by phone regarding this issue, however, have received little assistance in technical support and only told to look for cancellations if they would like a reservation. If there is a specific browser, or system requirement that our users should be aware of for optimal use, we would be happy to pass along this important information along to our members to ease the frustration.

Another issue our members are overwhelmingly in agreement about is the fact that there are an increasing number of GCT gate closures. While we understand it is not cost effective to run a gate if there will be

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*For transparency and industry purposes, the PTA intends to distribute all content and post all meaningful dialogue on our website, to be viewed by both industry and the public.*

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limited number of trucks, many of these closures cause reservation cancellations for members triggering Last Free Day.

With reservations being so challenging as it is, members are frustrated with the fact that reservations are not honored or moved within a predetermined window. While GCT Customer Service has advised some of our members who contact them with concerns that they should have booked a reservation for one of the first two free days; this is not always an option. Reservations are not always available, and companies may not always have the truck availability to schedule a reservation on an earlier day.

A recent email reply from a GCT Customer Service agent noted *“If an appointment has been made to pick up a container on the afternoon shift and the afternoon shift is cancelled, the LFD will be extended.”* The PTA would like to ask once again for confirmation in writing that demurrage charges are waived should a reservation be cancelled by a GCT gate closure. We would also like to ask for further clarification as to what extent demurrage is waived, for example, how many days are granted in order to secure a reservation and what happens if the subsequent reservation is cancelled in a GCT gate closure?

Any additional information you are able to provide in order to improve the experience of our members while using GCT systems would be most appreciated. We would also like to offer our help and provide any additional information you may need to fully assess our concerns, including screenshots of issues as they arise in hopes to create a functional, user friendly experience for all users.

The PTA would like to thank you for your attention to these issues and looks forward to sharing your response with our members.

Sincerely,

The Port Transportation Association