



CAYMAN PORT

Port Authority Website Usage Guide

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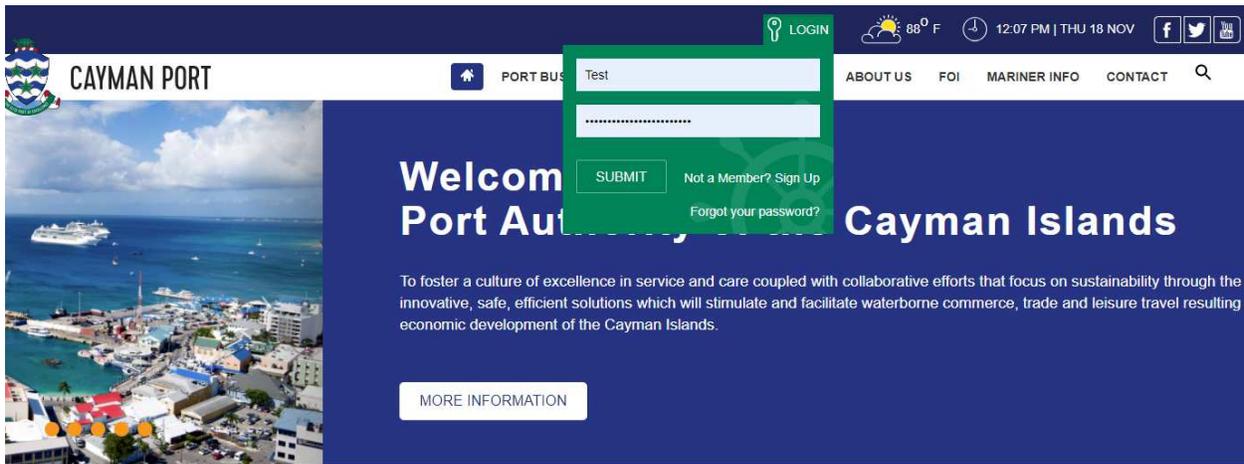
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Registering

Prior to using our website, you will need to register for an account. Please see our registration guide here: [Port Authority Website Registration Guide](#).

Logging In

Once you have registered for our site, you can login by clicking the key icon at the top right of the page and entering the user name and password you registered with and then clicking the submit button:





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Customer Information

The first page you will be presented with once you are logged in is the Customer Information page. This page gives you information about your account, last payment information, a list of outstanding invoices, and any Bills of Lading (BOL) that are ready to be released.

You can click on a BOL to begin the release process if the BOL Status is New (see Releasing Bills of Lading below) or to check the status of your cargo and reprint your pick sheet or invoice if the BOL has already been released (see Checking Cargo Status below).

| Customer Info | | | | | |
|--|-------------|---------------|-------------|----------------------|------------|
|  Account Information | | | | | + |
|  Last Payment | | | | | + |
|  Outstanding Invoices | | | | | + |
|  Outstanding BOLs | | | | | - |
| BOL # | BOL Date | Voyage Number | Vessel Name | Arrival Time | BOL Status |
| 1685464 | 10-Nov-2021 | 3262 | Tropic Jade | 11-Nov-2021 21:00:00 | New |

If you have any outstanding invoices, you can pay them by clicking on the Pay button next to the invoice (see Paying Invoices below).

| Customer Info | | | | |
|--|--------------------|----------------------|-------------|------------------------------------|
|  Account Information | | | | + |
|  Last Payment | | | | + |
|  Outstanding Invoices | | | | - |
| Transaction Type | Transaction Number | Transaction Date | Amount (\$) | Amount Remaining (\$) |
| Invoice | 1778176 | 18-Nov-2021 00:00:00 | 383.81 | 383.81 |
| | | | | <input type="button" value="PAY"/> |
|  Outstanding BOLs | | | | + |



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Customer Menu

All of the functions that are available to you are found in the user menu. You access the user menu by clicking on your name next to the key icon at the top of the screen:



This menu allows you to do the following:

1. Change your user profile information (name, password, email address, etc.). See the Change Profile Information section below for more details.
2. The Customer Information option will take you back to the page you first went to when you logged in. See the Customer Information section above.
3. Track/Search Cargo will allow you to check on the status of your cargo (for example, is it ready for pickup). See the Cargo Status section below.
4. View/Print Financials allows you to view and/or print a statement of your account at the Port Authority. See the Account Statement section below.
5. Release Cargo will let you pay the Port Authority charges due on a Bill of Lading so that you can pickup your cargo. See the Releasing Bills of Lading section below.
6. Track/Search containers will allow you to find the location and history of your container (if you are shipping a full container). See the Container History section below.
7. Finally, you can manage your saved credit card information with Manage Cards. See the Manage Cards section below.



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Change Profile Information

To change account information such as your name, password, or address information, click on your name next to the key icon at the top of the screen and select **Change Profile**.





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Then make any changes you want to your profile information and click **UPDATE PROFILE**.

Change Profile

| | |
|---|--|
| Username(Must) <input type="text" value="Test"/> | Name* <input type="text" value="Test User"/> |
| Company (Enter N/A for individual users)* <input type="text" value="Acme Industries"/> | Email* <input type="text" value="website@caymanport.com"/> |
| Password <input type="password" value="....."/> | Confirm Password <input type="password"/> |
| Address 1 <input type="text" value="123 Somewhere St."/> | Address 2 <input type="text"/> |
| City <input type="text" value="George Town"/> | State <input type="text" value="Grand Cayman"/> |
| Country* <input type="text" value="Cayman Islands"/> | P.O.Box (Enter 0000, if you have none)* <input type="text" value="1358"/> |
| Postal Code (Enter 0000, if you have none)* <input type="text" value="KY11108"/> | Tel* <input type="text" value="13459492055"/> |
| Fax <input type="text"/> | Job Title <input type="text"/> |

Note that fields with a red asterisk (*) are required fields and must have something entered. If the field is not applicable to you (for example, the Company name), just enter N/A.

Your user name cannot be changed once your registration is complete.



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Releasing Bills of Lading

The process for collecting your cargo from the Port Authority is as follows:

1. Pay the charges to the shipping line and collect your Bill of Lading documentation.
2. Clear your cargo with Customs and Border Control (CBC) using their COLS website. You will then need to visit CBC's office by the airport to pay the duties.
3. On the Port Authority's website, release your cargo by paying the Port Authority charges. You will want to print a copy of the pick sheet that is generated at the end of the release process. The pick sheet will help expedite the cargo pickup process.
4. If you are collecting loose cargo, take your BOL, Customs Release Form and pick sheet to our Cargo Distribution Centre (CDC) warehouse to collect your cargo.
5. If you are collecting a container, give the BOL, Customs Release Form and pick sheet to the trucking company who will deliver the container to you.

Our website allows you to pay for your cargo using either a Visa/Mastercard debit/credit card or by charging to a credit account (for large companies only). If you do not have a credit account or a credit/debit card, please see our [Port Authority Payment Guide](#) for other options.

To release your cargo on our website, follow these simple steps:

1. Either click the user menu and select Release Cargo and then click on the BOL to release or click on a BOL in the Outstanding BOLs section of the Customer Information page.
2. A storage charge will be added to your cargo if it has been on island for more than 5 business days (this excludes weekends and holidays). Unfortunately, at this time, you can not clear cargo that has storage due because of the complexities of the storage calculation. If you try and clear a BOL that has storage, you will receive the following message:

Clear Cargo

Sorry, you cannot clear your cargo online as the cargo has been in storage past the amount of grace days.
You will have to release this cargo over the counter at our billing office.

3. Select the "Unknown/Manual/Illegible" for the Customs Officer and enter the Entry Number and Customs Release Date from your Customs Release notice. The entry number is the reference number highlighted in red below. The release date is the date highlighted in blue.



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| | | |
|---|---|--|
|  | RELEASE NOTICE | CUSTOMS & BORDER CONTROL P.O. Box 898 Grand Cayman KY1-1103 CAYMAN ISLANDS Tel: +1 (345) 945-4579 Fax: +1 (345) 945-1573 www.cbc.gov.ky |
| Attention: | | Date 18 Nov 2021 |
| Reference 2692152 | Declaration Type PROVISIONAL IMPORTATION | Release Date 18 Nov 2021 |
| Voyage / Flight No 637 | | Arrival Date 17 Nov 2021 |
| Vessel Name CARIBE NAVIGATOR | | |

4. Finally, choose whether you are paying by credit/debit card (we accept Visa and Mastercard) or charge it to your account (only available to those who have a credit account). If you are charging to your account then just click the **CLEAR CARGO** button and proceed to step 7.

Clear Cargo

BOL Number: 1687564 * Required

Total Payable Amount: CI\$ 383.81

Customs Officer: *
Unknown/Manual/Illegible

Clearance Date:
November 18, 2021

Entry Number: *
2692152

Select Payment Mode: *
 By Account By Card

CLEAR CARGO

If the customs officer does not exist on the list, please contact the billing department. Delivery staff will need to verify the customs information from the original customs slip. If the information entered here differs from the customs slip, you will need to go back to the billing office to repeat the whole clearance process.

Please contact the Port Authority Billing Office (1-345-949-2055) for any billing or payment issues (billing errors, refunds, etc.).

Note: We encrypt certain sensitive information (such as credit card information) using Secure Sockets Layer (SSL) technology to ensure that your Personally Identifiable Information is safe as it is transmitted.



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- If you are paying by credit card, select the By Card option. If you have saved your credit card information with us previously, you can select your card from the list.

| <input type="button" value="USE EXISTING CARD"/> | | <input type="button" value="PAY DIRECT"/> | | | |
|--|-----------|---|------------|-----------|---------|
| Card Holder Name | Card Type | Card No | Exp. Month | Exp. Year | |
| <input type="radio"/> Test User | Visa | xxxxxxxxxxxx0017 | July | 2020 | Default |
| <input type="button" value="CLEAR CARGO"/> | | | | | |

- If you do not have a saved credit card, then click the **PAY DIRECT** tab and enter your credit card information. The CVV number is the 3-digit number on the back of your card. Check the box that says “Save this card for future” is you would like us to save your credit card information so you don’t have to enter it next time.

| | | | | | |
|---|--|---|--|--|--|
| <input type="button" value="USE EXISTING CARD"/> | | <input type="button" value="PAY DIRECT"/> | | | |
| Select Card: * | | | | | |
| <input type="radio"/> Credit Card <input checked="" type="radio"/> Debit Card | | | | | |
| Card Type: * | | Card holder Name: * | | | |
| <input type="text" value="Master Card"/> | | <input type="text" value="Test User"/> | | | |
| Card Number: * | | CVV Number: | | | |
| <input type="text" value="5105105105100"/> | | <input type="text" value="..."/> | | | |
| Card Expiration Date: * | | Card Expiration Date: | | | |
| <input type="text" value="January"/> | | <input type="text" value="2025"/> | | | |
| <input checked="" type="checkbox"/> Save this card for future | | | | | |
| <input type="button" value="CLEAR CARGO"/> | | | | | |



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7. Once you have selected a card or entered your card details, click the **CLEAR CARGO** button. Assuming that your payment is accepted, you will receive the following message:

Clear Cargo

Thank you, your cargo has been cleared.
Please click here to download your printable invoice in PDF format.
Please click here to print your pick sheet. The pick sheet is required for any collection from the yard/warehouse when released online.
Please click here to download your payment receipt in PDF format.

8. Click on the various “click here” links to download and print your invoice, receipt, and pick sheet.

Your cargo has now been cleared and you can take your documents to our warehouse (or give them to a trucking company) to pick up your cargo.



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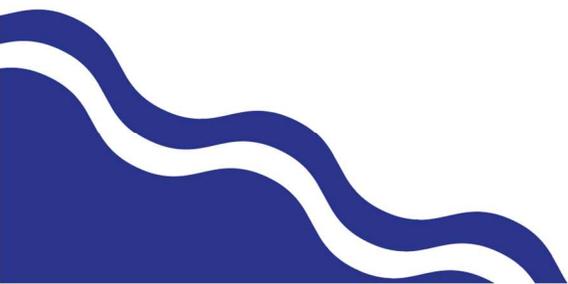
Cargo Status

Our website allows you to quickly check to see if your cargo is available for pickup. Full containers are generally available for pickup the day following the vessel's arrival. Loose cargo will normally take a couple of business days to be unloaded and ready for pickup. Please note that during busy periods (such as Christmas time) there are a large number of containers to be unloaded and it may take longer for your cargo to be available.

To check the status of your cargo, you can click on a BOL in the Outstanding BOLs section of the Customer Information page (see the Customer Information section above) and check the Cargo Status column in the Dock Receipts section of the BOL Details Report:

| BOL Details Report | | | | | | | |
|--------------------------|----------------------|-------------------|--------------------------------|------------------------|---------------------|------------------|-------------|
| Control Number: | 638831 | Shipper Name: | FREIGHT FORWARDER, INC. | | | | |
| BOL Number: | 1685464 | Consignee Name: | TEST Test Account - DO NOT USE | | | | |
| BOL Date: | 10-Nov-2021 | Billing Name: | Test Account - DO NOT USE | | | | |
| Voyage Number: | 3262 | Billing Status: | Released | | | | |
| Vessel Name: | Tropic Jade | Locked: | No | | | | |
| Arrival Time: | 11-Nov-2021 21:00:00 | | | | | | |
| Port of Origin: | Port Everglades, FL | | | | | | |
| Port Release | | | | Customs Release | | | |
| Release Name: | Chris Krohn | Customs Name: | Unknown/Manual/Illegible | | | | |
| Release Date: | 18-Nov-2021 | Customs Number: | 6549665 | | | | |
| | | Customs Date: | 18-Nov-2021 | | | | |
| Dock Receipt List | | | | | | | |
| Dock Receipt # | Cargo Status | Manifested Pieces | Manifested Package Type | Actual Pieces | Actual Package Type | Delivered Pieces | Unit Number |
| 32938476 | Pending | 1 | Dedicated | 1 | Dedicated | 0 | TTRU2602735 |
| PERSONAL GOODS | | | | | | | |

This will say Arrived when full containers are ready for pickup and Unloaded when loose cargo is ready for pickup.





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For more advanced searches, select the Track/Search Cargo function from your Customer Menu.

Track/Search Cargo

* Required

Search Cargo By: Account Date Dock Receipt

Search by Account:

BOL Status: * New Released Submitted Cancelled Closed

Here you can search for any BOLs on your account or limit your search to a date range or dock receipt #. Finally, select one or more BOL statuses to include and click the **SEARCH** button. The BOL statuses are:

- **New:** The BOL has not been invoiced or paid.
- **Released:** The BOL has been invoiced and paid and is ready to collect.
- **Submitted:** The BOL has been invoiced but not yet paid.
- **Cancelled:** The BOL has been removed from the system.
- **Closed:** The BOL has been invoiced and paid and all of the cargo delivered.

After you click **SEARCH**, the website will show you all the BOLs that match your search criteria.

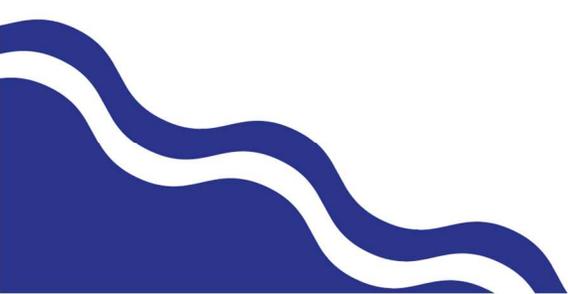
Track/Search Cargo

Search by Account: Test Account - DO NOT USE TEST (within status: New, Released, Submitted, Cancelled, Closed)

| # | BOL # | BOL Date | Voyage Number | Vessel Name | Arrival Time | BOL Status |
|----|---------|-------------|---------------|-------------|----------------------|------------|
| 1. | 1685464 | 10-Nov-2021 | 3262 | Tropic Jade | 11-Nov-2021 21:00:00 | Released |
| 2. | 1687564 | 10-Nov-2021 | 3262 | Tropic Jade | 11-Nov-2021 21:00:00 | New |

2 Results

You can print a report of your search results or click on a BOL to see the information about it.





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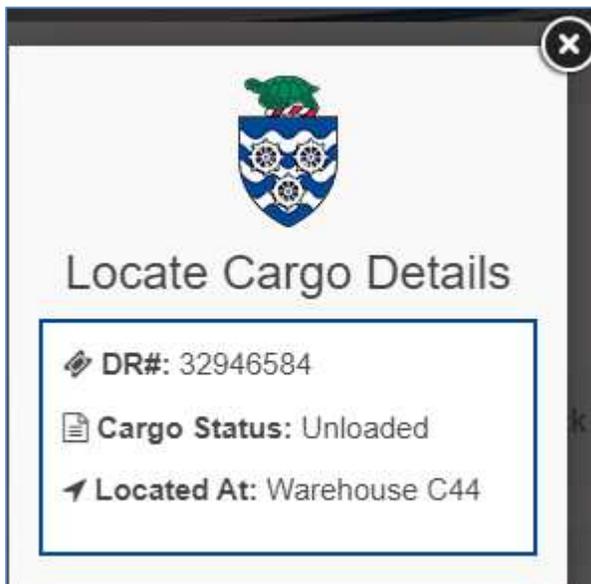
If you know the Dock Receipt Number (DR #) of the cargo you're looking for, you can also use the Track/Search Cargo screen to quickly determine if your cargo has been unloaded and, if so, where is it located. Type in the DR # (you can find this on your BOL) and click **LOCATE CARGO**.

Locate Your Cargo

Dock Receipt: *

LOCATE CARGO

If your cargo has been unloaded, you will see a pop-up window like the following.





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Reprint Documents

If you need to reprint your invoice or pick sheet, you can either click on the BOL in the Outstanding BOLs section of the Customer Information page (see the Customer Information section above) or use the Track/Search Cargo function (see the Cargo Status section above) to find the BOL. Once you click on the BOL using either of the methods above, you will get the BOL Details Report page which has the options to reprint your various documents.

BOL Details Report

| | | | |
|-----------------|----------------------|-----------------|--------------------------------|
| Control Number: | 638831 | Shipper Name: | FREIGHT FORWARDER, INC. |
| BOL Number: | 1685464 | Consignee Name: | TEST Test Account - DO NOT USE |
| BOL Date: | 10-Nov-2021 | Billing Name: | Test Account - DO NOT USE |
| Voyage Number: | 3262 | Billing Status: | Released |
| Vessel Name: | Tropic Jade | Locked: | No |
| Arrival Time: | 11-Nov-2021 21:00:00 | | |
| Port of Origin: | Port Everglades, FL | | |

| | | | |
|---------------------|-------------|------------------------|--------------------------|
| Port Release | | Customs Release | |
| Release Name: | Chris Krohn | Customs Name: | Unknown/Manual/Illegible |
| Release Date: | 18-Nov-2021 | Customs Number: | 6549665 |
| | | Customs Date: | 18-Nov-2021 |

Dock Receipt List

| Dock Receipt # | Cargo Status | Manifested Pieces | Manifested Package Type | Actual Pieces | Actual Package Type | Delivered Pieces | Unit Number |
|----------------|----------------|-------------------|-------------------------|---------------|---------------------|------------------|-------------|
| 32938476 | Arrived | 1 | Dedicated | 1 | Dedicated | 0 | TTRU2602735 |
| | PERSONAL GOODS | | | | | | |

Billing Details

| Dock Receipt # | Name | Description | Amount |
|----------------|-------------------|------------------|----------|
| 32938476 | Cargo Dues * | 20ft Unit Charge | \$353.81 |
| 32938476 | Trucking Charge * | 20ft Base Rate | \$30.00 |
| | | Total Amount: | \$383.81 |

[PRINT PICK SHEET](#)
[PRINT INVOICE](#)
[BACK](#)



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Account Statement

Our website allows you to see all sorts of useful financial information about your account. On the Customer Information page, you can quickly see what invoices need to be paid and the last payment date and amount (see the Customer Information section above). If you need more information about your account then you can click on the View/Print Financials options in the user menu.

View/Print Financials

If you need to find your transaction number, search for it by viewing a statement. From the search results, you will be able to select which transactions you want to see and view all transaction numbers.

* Required

Balance type: Outstanding Transactions All Transactions

Search Date: This Month Last Month
 Last 3 months Older
 Last 12 months Select dates

Start Date * **End Date ***

If you just want to see what transactions are outstanding (meaning unpaid invoices or unapplied payments), just click the Outstanding Transactions option and click **SEARCH**. If you want to see all your transactions, select All Transactions and a date option and click **SEARCH**.



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Both search options will return a list of transactions in the Statements List page.

Statements List

If you need to find your transaction number, search for it by viewing a statement. From the search results, you will be able to select which transactions you want to see and view all transaction numbers.

All balances From: **1-Nov-2021** To: **22-Nov-2021**

| # | Transaction Date | Transaction Type | Transaction Number | Amount | Remaining | Balance | |
|----|------------------|------------------|--------------------|--------------|--------------|-------------------------|------------------------------------|
| | | | | | | Balance Brought Forward | \$ 0.00 CR |
| 1. | 18-Nov-2021 | Invoice | 1778176 | \$ 383.81 DB | \$ 383.81 DB | \$ 383.81 DB | <input type="button" value="PAY"/> |

1 Results

If the transaction is an unpaid invoice, there will be a **PAY** button that you can use to pay the invoice. Invoice payments work the same as clearing a BOL without the need to enter any CBC information (see the Clear Cargo section above).

Once you have a list of transactions, you can:

- **Click a Transaction:** This will download a PDF copy of the invoice or receipt.
- **Print:** Generates a printer friendly format of the list of transactions that you can then print to a printer of your choice.
- **Generate PDF:** Prints the list of transactions to an Adobe PDF file.
- **Export:** Exports the list of transactions to a CSV file that can be opened in Excel.



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Container History

For customers who import a lot of containers, the website allows you to see the container's history of visits to the islands and its' current location. From the User Menu, click the Track/Search Containers option and then enter the number of the container (do not include spaces or dashes) and finally click **SEARCH**.

Track Containers

Enter the complete container number which normally consists of 4 alphabetical characters and 7 digits. Do not enter the "-".

Your result will show a line for each time the unit was received on the island. Please verify the inbound/outbound voyage to select the correct history detail. * Required

Container Reference:*

The website will give you a report of all the times the container has come to the island.

Track Container Results For Container: TTRU2605420

Your result will show a line for each time the unit was received on the island. Please verify the inbound/outbound voyage to select the correct history detail.

| Container Status | Billing Status | Location | Arrival Time | Voyage # In | Vessel Name In | Departure Time | Voyage # Out | Vessel Name Out |
|------------------|----------------|------------------|----------------------------|-------------|----------------|----------------------------|--------------|-----------------|
| Full | Open | At Harbour Drive | 2021-11-11 23:15:18.000 | 3262 | Tropic Jade | 1899-12-30 00:00:00.000 | N/A | N/A |
| Empty | Submitted | On Ship | 2002-11-01 00:48:30.000 | 229 | Jan Caribe-TSL | 2002-11-04 02:02:45.000 | 127 | Helen T |
| Empty | Submitted | On Ship | 2002-09-14 08:54:33.000 | 55 | Whitehall Bay | 2002-09-25 19:46:39.000 | 224 | Jan Caribe-TSL |
| Full | Submitted | On Ship | 2002-09-01 22:39:48.000 | 118 | Helen T | 2002-09-03 19:08:13.000 | 53 | Whitehall Bay |
| Empty | Submitted | On Ship | 2002-07-08 10:31:53.000 | 214 | Jan Caribe-TSL | 2002-07-15 16:09:12.000 | 215 | Jan Caribe-TSL |



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The results are in reverse chronological order so the most recent visit will be at the top. Verify which vessel and voyage number your container arrived on and click on the row. This will show you information about the container and the complete history of it since it arrived on the island.

Container Details

| | | | |
|----------------------|-------------------------|-----------------------|------------------|
| Number: | TTRU2605420 | Inbound Voyage #: | 3262 |
| Length: | 20 | Inbound Vessel Name: | Tropic Jade |
| Type: | Container | Outbound Voyage #: | N/A |
| Arrival Date/Time: | 2021-11-11 21:00:00.000 | Outbound Vessel Name: | N/A |
| Departure Date/Time: | N/A | Current Location: | At Harbour Drive |

Events

| Date/Time | Event | Status | Truck Company Name | Truck # | Truck Driver Name |
|-------------------------|-------------|--------|--------------------|---------|-------------------|
| 2021-11-11 23:15:18.000 | Unload Ship | Full | . | . | . |

REMARKS: N/A

[PRINT](#) [BACK](#)

You can click the **PRINT** button to get a printer format friendly page that you can then print to a printer of your choice.



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Questions, Comments, Help

If you have any questions or comments about this document or our website or you just need help with an issue you're having on the website, please email us at support@caymanport.com. You can also call us at +1-345-949-2055 and then dial extension 1000 when prompted.