	Questi	Answer
1	*How Do I get to the Availability Page?*	From the STG home page, select the STG station from the map. This will direct you to local availability of your cargo. For basic instructions click here
2	*Is all my shipping data public information?*	No, propriety information is available by secure login access only.
3	*I am a Registered User. How do I access my account?*	Hover over the Customer Login button on the upper right corner of any page. Select your location on the drop down to be directed to the facility you would like to log into.
4	*Where can I print invoices?*	After secure login to your account, select the Balance Due tab to access invoices and financial data.
5	*Where can I print statements?*	After secure login to your account, select the Balance Due tab to access statements and financial data.
6	*Can I enter a Freight Release on line?*	With log-in rights you can Release OBL once data has been entered into our system.
7	*Where can I post OBL release on line?*	By selecting AMS HBL link you will be directed to Lot Details. In the Pick Up Requirements section, choose the Enter Freight Release button.
8	*How do I reverse an OBL if I make a mistake?*	After you have Entered a Freight Release, the button will change to UN-Release. If you made an error or now want to hold the cargo, you have the option of reversing your Freight Release. Note: You cannot un-release an IPI shipment.
9	*What do drivers need to pick up cargo?*	Drivers must have proper authorization to pick up cargo. Customs and OBL must be released prior to any pick up. Charges must be pre-paid or submitted at window. An **original delivery order** or copy of a **pre-lodged delivery** order is acceptable. ***Please note if you are a 3rd Party Logistics provider picking up cargo for the named carrier on the delivery order, a turn over letter must accompany your delivery order authorizing your company to obtain the cargo.***
10	*On the Container Information screen what does On Vessel status mean?*	Cargo is on vessel until the container has discharged and made available at the harbor.
11	*On the Container Information screen what does dispatched status mean?*	The container has been dispatched for pick up and is on its way to STG warehouse.
12	*On the Container Information screen what does In at STG Warehouse status mean?*	The container has arrived to the STG facility and is scheduled for devanning.
13	*On the Container Information screen what does available status mean?*	The container has arrived at STG warehouse and has been stripped and available for pick up providing STG has received US Customs, OBL Release and there are no other holds (Agency holds, marks/numbers, etc.).
14	*How do I set up a new user?*	The assigned administrator has access rights to set up new company users and determine their access. When the administrator logs in they are provided with a link to set up security for new users.

15	*How can I guarantee charges?*	Selecting the Guarantee Charges button in the Pick Up Requirements section of Lot Detail. You must have an account with STG to guarantee charges on line.
16	*When can I guarantee charges?*	Charges can be guaranteed on line after cargo has been devanned.
17	*How can I find updated harbor status of my container?*	The last two tracking messages are displayed in the notes section the container level status display.
18	*When can my customers see the CFS charges due on their shipment(s)?*	CFS charges are available online after the cargo has been devanned and is in the warehouse.
19	*How do I print an arrival notice?*	An arrival notice will print prior to receipt of cargo providing user with preliminary information on their shipment, including number of cartons, cube and estimated charges due. Please note that until the arrival notice displays the Date Available the cargo has not arrived.
20	*Can my customers print IT forms on-line?*	No, IT Form Printing is available by login access only
21	*Where can I find Inland CFS charges?*	From the Ocean CFS Documents section on any of the STG facility pages select the STG Facilities Rates link. STG does not guarantee these charges to be 100% accurate, please verify with the destination agent prior to picking up your cargo.
22	*Where can I locate the address to an Inland CFS station?*	Links are available from the STG Facility page. Select the STG Facilities link in the Ocean CFS Documents section or by selecting the facility code from cargo status screens.
23	*How do I tell if my cargo is on Hold?*	Holds are indicated on the Container Information screen as well as the Lot Detail screen.
24	*How do I release a Marks Hold?*	Marks holds can only be released by the Master Loader and must be released on line. From the availability page you will look to the Lot Detail Information and locate the Release Marks Hold button. You will be asked for your login information if you have not previously logged in.
25	*Where can I find the ETA of an Inland Shipment?*	From the Lot Detail page, the Inland ETA will be displayed in the Shipping Information
26	*Can I track my cargo once it has arrived at the Destination CFS from your web site?*	Upon arrival at destination, the Destination Tracking button will be available for further tracking of your cargo. Selecting this button will link you to the destination agents web site
27	*What is Local Tracking?*	Selecting the Local Tracking button will allow you to see the history of your driver while making his pick up at our facility.
28	*How do I track General Order or CES Shipments?*	Prior to entering the Search Criteria, select GO or CES from the drop down to view details on cargo.
29	*How do I view pictures of my cargo?*	Pictures are available by login access only to the Master Loader and are available at the Lot Detail through OutTurn reports.
30	*How do I determine if my pre-lodged documentation has been received?*	By accessing Notes from the Lot Detail Screen you will be able to see which documents/guarantees have been received by STG.
31	*Can I print a POD on line?*	Once cargo has shipped the Arrival Notice button on the lot detail screen will become a POD link.

32	*How do I access my Storage activity?*	After secure login to your account, select the Storage tab to access account activity and reports.
33	*How do I setup an alert?*	Alerts can be setup through the Alerts tab or within your container status or cargo details page by clicking on the Create Alert button.
34	*How can I setup and mange my reports?*	The self-service reporting portal allows you to schedule, manage and run on demand reports. STG has several in house built reports that can be executed and scheduled through the Reports tab.
35	*How can I setup CUCC / Warehouse Collect?*	Your CUCC / Warehouse Collect charges can be entered, amended, voided or altered at any time from data entry up to just before cargo pick up.
36	*How can I view and manage my Export cargo?*	You can view your Export cargo from any STG location by logging into our website and clicking on the Export tab. The Export tab allows you to view your inventory and build your own load plans for your Export cargo.