

Title Account - How to request Gatepass revalidation and verification

1. Before submitting your request

Please verify the following:

- ✓ Check that your Delivery Order (DO) is still valid.
- ✓ If your DO has already expired, please coordinate with your shipping line or carrier to have it revalidated before submitting your request.
- ✓ Ensure that the container number(s) are correct.
- ✓ If you are unsure whether your container is intended for Visayas Container Terminal (VCT), please coordinate with your shipping line or carrier for confirmation.

2. Submit your request

If all the information is correct and your Delivery Order (DO) is still valid, please email the following to the VCT Billing Team at billing@vct.ictsi.com:

- Copy of your Delivery Order (DO)
- Concerned container number(s) for pull-out
- Pull-out date

Important reminder:

- **Billing Hours: Monday to Friday, 8:00 AM to 5:00 PM, excluding weekends and holidays. Requests received outside these hours will be accommodated on the next business day.**

3. Need assistance?

If you have any questions or require further assistance, please contact Customer Care at customercare@vct.ictsi.com. To help us assist you more efficiently, please include the required information listed above in your email.