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Container Payment Portal

Vendor Functionality

What is PayCargo's Container Payment Portal?

PayCargo's Container Payment Portal is an innovative platform enabling enhanced time-pending payments.

The portal's watchlist provides everything you need in one place. You'll have real-time access to container status information. The portal's user-friendly interface lets you easily monitor containers, manage guarantee days and resolve disputes.

User Guide

This user guide provides an overview of your watchlist, as well as how to:

- Log into your watchlist

- View containers and contracts

- Update guarantee days

- Resolve single transaction disputes

Watchlist Overview

Container Watchlist Introduction

The watchlist provides a user-friendly interface to monitor the containers associated with your vendor account and the status information across the vendor lifecycle.

Container Watchlist Field Descriptions

Column	Description	Example
Pay Demurrage	A button to pay demurrage for the selected container. It will take the user to a widget which can be used to either pay outstanding demurrage or pay through a selected date.	N/A
Balance History	Brings up a pop-up container the history of charges and free time on the selected container. Shows the running balance and reasons for holds.	See pop-out
Guarantee Days	Takes the user to a pop-up with a calendar, allowing the user to put a guarantee on a container. It prompts the user to select a guarantee type so that a container won't get charged demurrage during the period.	There are three options: • blanket guarantee • guarantee through a specific date partial guarantee with a date range

Container Watchlist Field Descriptions, Continued

| Column	Description	Example
Payer Transaction Link	A link to the instance of the transaction in the payer's account if available.	https://www.paycargo.com/user/payment/1234
Vendor Transaction Link	A link to the instance of the transaction as recorded by the vendor's system.	https://www.paycargo.com/user/payment/1234
Container #	The container number. Used to uniquely identify a container along with the MBL. The color of the cell will correspond to the state of the container.	HLCU1234567
MBL #	Master Bill of Lading number. Used to uniquely identify the shipment and voyage a container is associated with.	HLCUMA3240976540
Carrier Demurrage Amount	The dollar amount owed to the carrier for demurrage. This is the amount that will be displayed under "Pay Demurrage"	$381.00
POD City	Port of Discharge city. The location at which the container was discharged.	Houston, US
Terminal	The terminal at the POD where the container was discharged.	Bayport Container Terminal
Active Holds	A list of holds that are currently applied to the container which could affect pick-up availability and demurrage charges.	Customs, Line, Other
Available for PU	Indicates whether or not the container is available to be picked up from the terminal.	No
Vessel ATA	The date of the actual arrival of the vessel container carrying the selected container.	12/29/2024
Discharged Time	The date at which the terminal recorded that the selected container was discharged	12/31/2024
Container Availability Date	The first date that the selected container was available	1/3/2025

Container Watchlist Field Descriptions, Continued

Column	Description	Example
Match Code	A short code representing the consignee	PAYC
Service Contract	Identifier for the service contract that applies to the selected container which determines rates, terms, and conditions.	S20ECD007
Carrier Last Free Day	The date after which the container will start accruing demurrage. This date can be affected by holds and guarantees on the container but will not include pre-paid demurrage time.	1/6/2025
Paid Thru	The date through which demurrage has been paid for the selected container. This will be the same as the Carrier Last Free Day if no demurrage has been pre-paid.	1/6/2025

Log-In

Navigate to: https://watchlist.paycargo.com

Enter your username and password and click Login
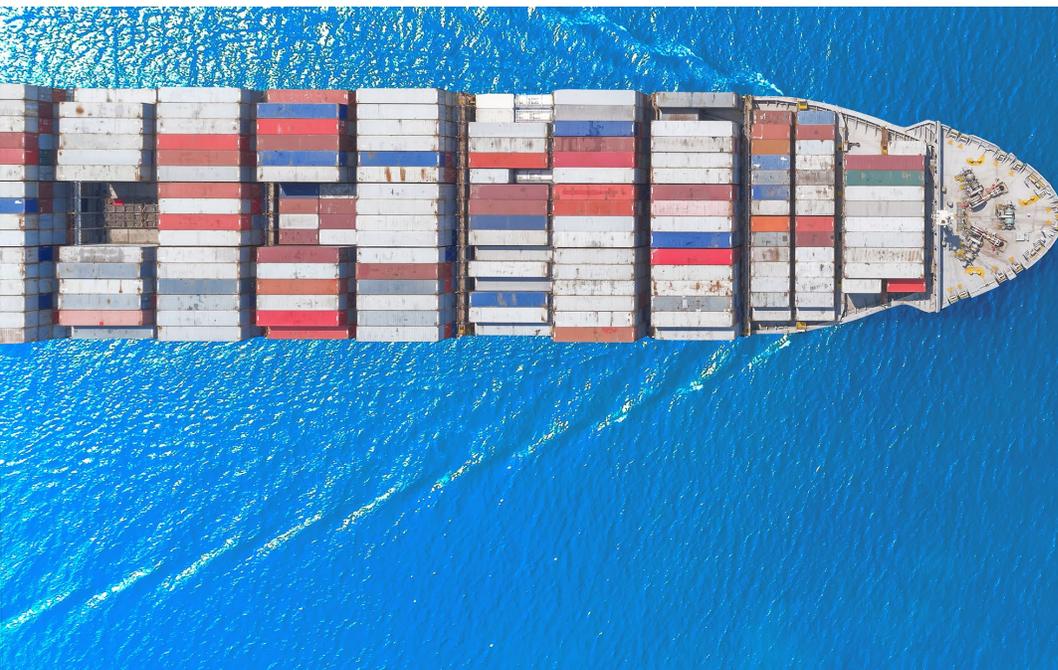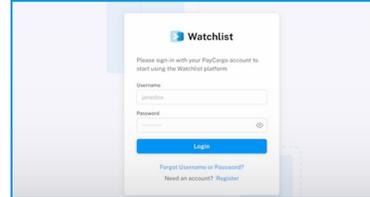
View the Details for a Container

Navigate to your watchlist.

Enter the container number in the filter field at the top of the column.

The container information will be displayed.

Using the scroll bar at the button, you can scroll to the right to see all information relevant to that container.
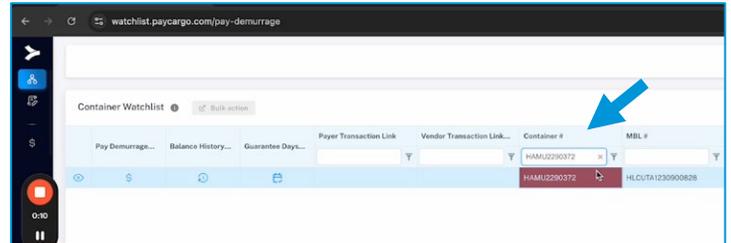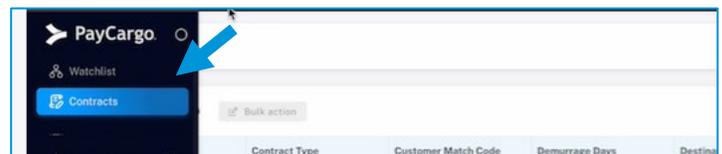

View Container Contracts

Navigate to your watchlist.

At the top left, select the Contracts tab.

All of your contracts will be listed.

To search for contracts for a specific customer, enter the Customer Match Code at the top of the column and click the filter.

Changing Guarantee Days
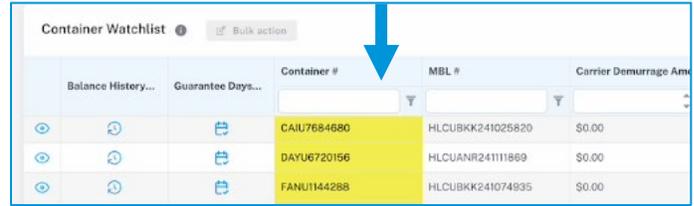
Navigate to your watchlist.
https://watchlist.paycargo.com

Use the filter field at the top of the column to search for the container number you want to update the guarantee for.


Select the calendar icon in the Guarantee Days column.
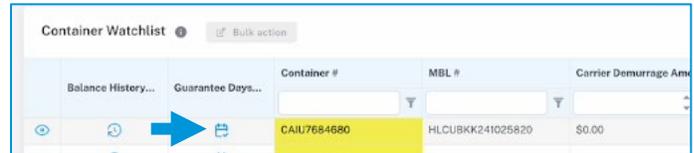

Choose the type of guarantee from the three options.

1. **Blanket guarantee:** Extends guarantee far into the future (similar to a credit customer)

2. **Guarantee through date:** Choose a specific date to guarantee the container through

3. **Partial guarantee:** Guarantee for a date range. (Used in situations such as a terminal closure.)
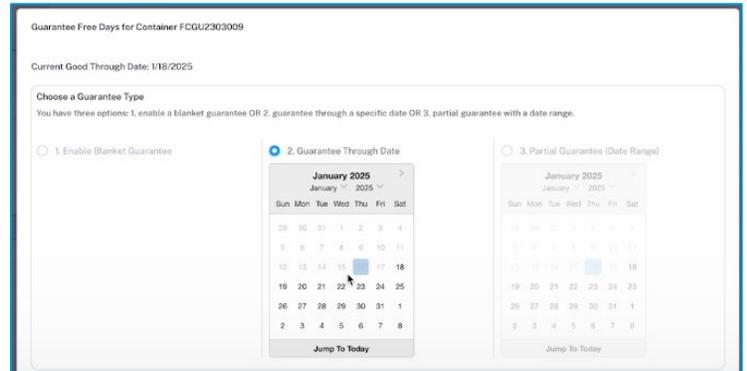
When selecting options 2 or 3, enter the associated date(s) using the calendar.
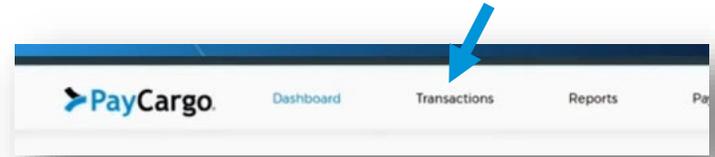

Enter the reason. This is a required field. The submit button is grayed out until the reason is entered.

Select Submit.
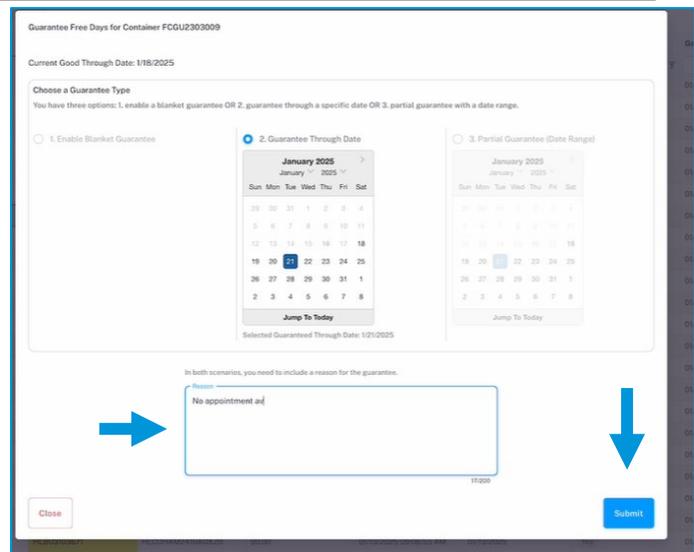
Managing Refund and Dispute Requests

At the top of the screen, select the **Transactions** tab. The **Transactions** page will open, showing a list of all transactions.

Select **Filter Options.** Check the box for **Refund Requested.**

The table will update to display all transactions that include refund requests. In the transactions table, locate and **select the refund request** you want to review.
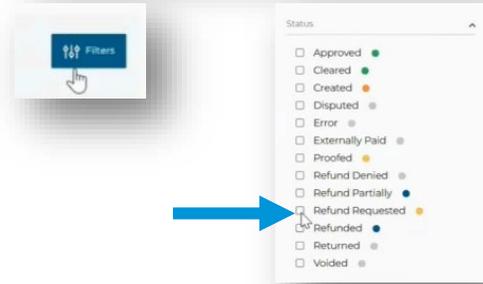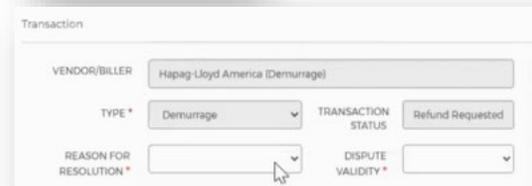
The transaction details will appear in a **pop-up window. Scroll down to view on the left side:**
- The **dispute details**
- The **payer's comments** explaining the reason for the request
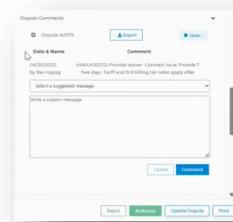
Scroll back up. On the **left side**, using the drop-down menus, select the **Reason for Resolution** dropdown and **Dispute Validity.**

On the right-side panel, locate the relevant charge line. For Demurrage disputes, click on the day and deselect dates as needed, and **click Apply.** The Total Amount will automatically update to reflect the correct charge.
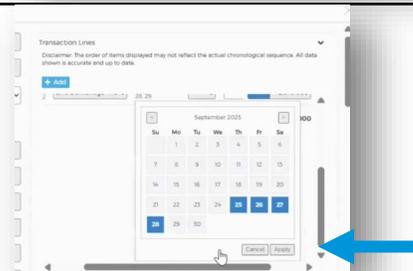
Scroll down to the **Comments** section and provide a message to the payer from the suggested responses or using the custom field.
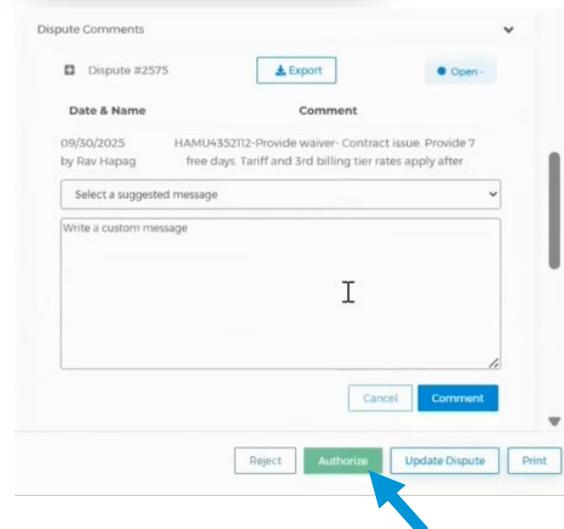
After entering your message, select **Authorize.** A confirmation pop-up will appear showing the **refund summary.** Review the details carefully. Select **Yes** to confirm the authorization.

The system will update the transaction to reflect the authorized refund. The revised total amount and all related adjustments will appear in the **Dispute History.**