FAQs: PAYCARGO FOR PORT PAYMENTS

TRANSITION & TIMING

What if I make a payment before July 10th using another method?

- It will be processed through our previous system—either Lynx or by our Customer Service and AR teams.

When is the last day to pay through Lynx?

- July 10th

What happens if I accidentally use Lynx after July 10th?

- The payment will not be processed through Lynx. Please use PayCargo.

Can I still use other payment methods after July 10th?

- All VIG exam fees starting July 10th can be processed only through PayCargo.

When will NIT transition to PayCargo?

- NIT is scheduled to go-live on August 6th.

USING PAYCARGO

Do I need a PayCargo account to make a payment?

- An account is recommended but not required. You can check out as a guest.

Which vendor should be used when making a payment?

- The vendor Virginia International Gateway (VIG) or Norfolk International Terminal (NIT) can only be used for exam fees.

How fast will my container be released after payment?

- The hold is lifted within seconds once PayCargo processes your payment, when the correct vendor is selected.

How do I find out where my container is?

- Use Pro-Pass to confirm the location before making a payment on PayCargo.

What if my payment does not go through?

- Contact PayCargo's support team for assistance.

What if I pay for the wrong container?

- Reach out to PayCargo's support team immediately.

Can I still select Virginia International Terminals (VIT) as a vendor in PayCargo?

- Only if you are paying a VIT invoice or prepayment for breakbulk shipments; not exam fees.

PayCargo shows $0 for line demurrage—what does that mean?

- Please confirm directly with the ocean carrier.

Will I receive a receipt or confirmation after paying through PayCargo?

- Yes, PayCargo will email a receipt to you or you can download and print your receipt.

Can I schedule payments in advance on PayCargo?

- No.

What if I need to cancel or modify a payment?

- Please contact PayCargo's support via support@paycargo.com.

Is PayCargo mobile-friendly?

- Yes.

Will PayCargo integrate with my accounting software?

- Not automatically. Users would need to contact PayCargo to initiate that integration.

Will this change how I access my invoices or billing information?

- This will not change how VIT invoices are sent to you or how billing information is accessed.

Does this affect my HRCP invoices and payments?

- All HRCP invoices and payments will continue to be handled through Port Chassis.

Is there any training or support available for using PayCargo?

- PayCargo can assist with any training.

WHY USE PAYCARGO?

Why is the port transitioning to PayCargo instead of traditional payment methods?

- To make payment faster, more convenient, and help avoid delays and extra fees.

Can I make payments outside of business hours?

- Yes, PayCargo is available 24/7.

Can I pay multiple vendors through PayCargo?

- Yes, you can pay different terminals, carriers, and warehouses all in one place that accept payment from PayCargo.

How do I know my payment went through?

- You'll receive real-time updates and confirmations.

Can I view my payment history?

- Yes, PayCargo keeps a record of all your transactions.

Is PayCargo secure?

- Yes. It uses encrypted systems to protect your financial data.

NEED HELP?

Support is available from both PayCargo and The Port of Virginia:

- **PayCargo**: support@paycargo.com

- **The Port of Virginia**: POVCustomerService@vit.org