



FAQs: PAYCARGO INTEGRATION

PayCargo for Payments at Virginia International Gateway (VIG) and Norfolk International Terminals (NIT)

USING PAYCARGO

- **Do I need a PayCargo account to make a payment?**
Yes, all users will need to register with PayCargo in order to make payments that automatically release their box.
- **Can I make a one-time payment instead of registering with PayCargo?**
PayCargo's one-time payment or QuickPay function does not support exam fees at this time.
- **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.
- **Can I query charges for a container and make the payment with a future date?**
It is best to set the payment date for the same date that the charges are queried.
- **Can I query charges, keep my browser open and then pay for the selected charges?**
It is best to pay for the charges shortly after reviewing the charges needing to be paid rather than returning to an open browser.
- **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.

- **Can I still guarantee charges or use other payment methods?**

Preferred method of payment is through PayCargo and we will no longer accept guarantees.

- **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:

Port of Virginia: POVCustomerService@vit.org

PayCargo: support@paycargo.com