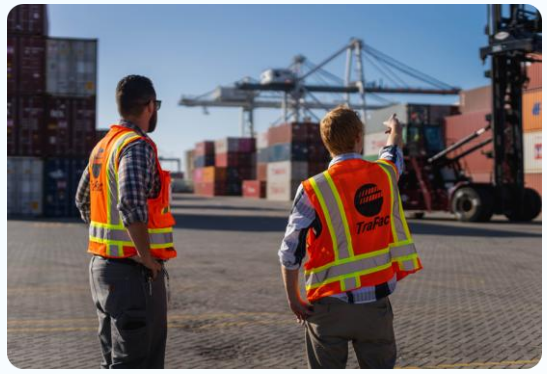
Faster Payments, Smarter Logistics






Import/Export Gate Fees & Terminal Fees – Oakland

Customer Webinar

November 2026

CUSTOMER WEBINAR

Agenda

What we'll cover today

01 Program Overview

02 System Demonstration

03 Support Material Briefing

04 FAQ

05 Closing Remarks / Q&A

OVERVIEW

Why is TraPac doing this & what's involved?

Customer Service → **Container Event Status Transparency** → **Cargo Release Efficiency**

Container Payment Portal™ (CPP)

- To serve as the primary TraPac customer interface for on-terminal, gate and OSRA-compliant demurrage payments.
- Transparency of on-terminal container status events, container availability & fees due
- Coordination of cargo visibility, container availability, fee payments & immediate cargo release & appointment setting
- Single portal for all payments that ties to future next-gen terminal, gate & appt systems, currently under development & deployment

Deployments

- ✓ 2025 - ZIM & Wan Hai demurrage in LA
- ✓ **16 Nov - Wharf (Port) Demurrage for MSC containers in OAK**
- ❑ **23 Nov - Import/ Export Gate Fees & Terminal Fees for TraPac OAK**
- ❑ **01 Dec - Wharf (Port) Demurrage fees for HMM containers in OAK & LA**

OVERVIEW

Export Gate Fees: What's Changing?

PayCargo as the primary payment portal for TraPac Oakland

STARTING 11/23

Advanced Claim of Export Gate Fees

- Claim and payment prior to appointment setting and export in-gate
- Eliminates after the fact invoicing and post-ingate billing & collections
- Requires a PayCargo account for payment
- Requires a claim (Single Party) of the entire booking amount, until 01 January 2027
- Automated refunds if bringing in less containers than the claimed amount

STARTING 01 JANUARY 2027

Partial Claim of Export Gate Fees

- To be enabled 01 January after TraPac system upgrades
- Partial claims (Multi Party) let different trucking companies pay for only the containers they handle under the same booking
- Non-SCAC identified claims must claim the entire booking (e.g. Shippers / BCOs) – Single Party Claim
- Automated refunds if bringing in less containers than the claimed amount

OVERVIEW

What is the PayCargo Watchlist?

The Watchlist provides real-time visibility into your containers before they arrive at the terminal. With it, you can:

Search

by Container Number, Booking Number, or Bill of Lading

View assigned containers

See containers assigned to your organization

See payment eligibility

Know instantly what is eligible to pay

Review outstanding fees

Check terminal charges before arrival

Make payments

Pay directly from the Watchlist

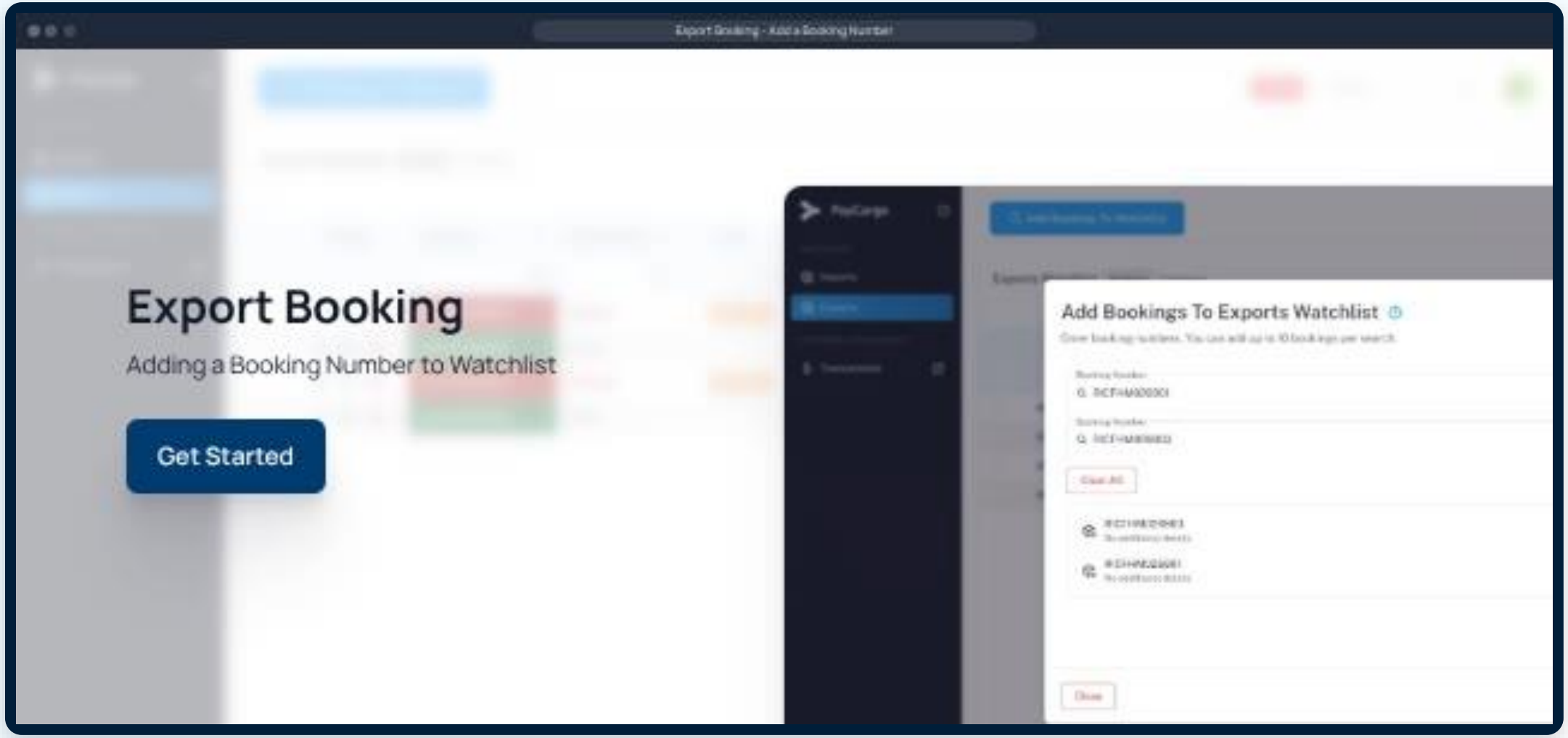
Track payment status

Follow each payment through to confirmation

The Watchlist eliminates guesswork — showing what needs attention before your driver arrives at the terminal.

INTERACTIVE DEMO

Export Booking: Adding a Booking Number



WATCHLIST WALKTHROUGHS

Interactive Demos

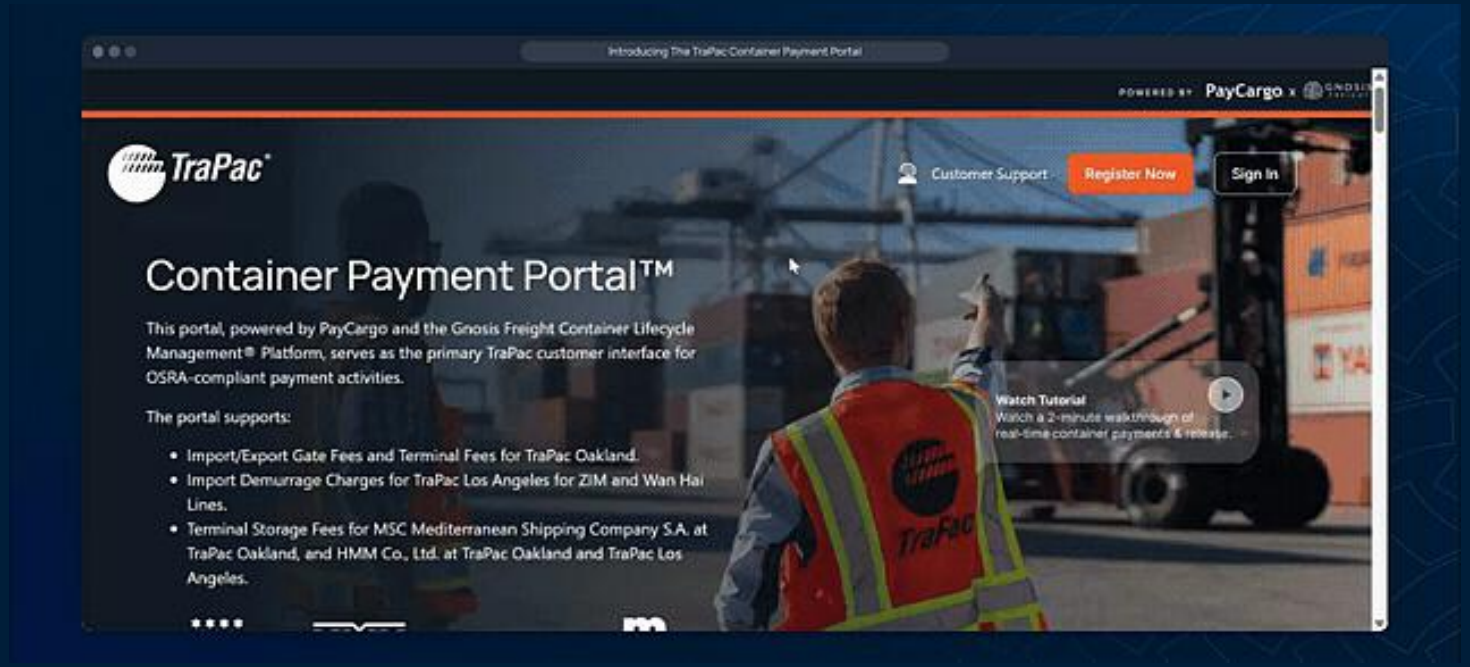
Click any walkthrough to open it in your browser. Self-guided and available anytime after today's webinar.

1. **Export Booking: Adding a Booking Number** — Open demo ›
   Add an export booking to your Watchlist so you can monitor charges and prepare for payment.
2. **Export Booking: Removing a Booking Number** — Open demo ›
   Remove a previously added booking from your Watchlist when it is no longer needed or was added in error.
3. **Export Booking: Unclaim a Booking** — Open demo ›
   Release a claimed booking so another authorized user or organization can claim and manage it.
4. **Export Booking: Claim & Pay Now** — Open demo ›
   Claim an eligible booking, review fees, and pay through PayCargo before the container gates in.
5. **Export Booking: Viewing Transactions in PayCargo** — Open demo ›
   View payment history, transaction details, receipts, and the current status of your completed export payments.
6. **Export Booking: Request a Refund** — Open demo ›
   Submit a refund request for eligible transactions and monitor the status of your refund through PayCargo.
7. **Import Gate Fees & On-Terminal Fees** — Open demo ›
   Review outstanding Import Gate Fees (IGF) and On-Terminal Fees, and pay before terminal pickup.

RESOURCES

Support Materials

Website : [Payer Support Landing Page]



FAQ

Can I make multiple payments?

Yes. For Export Gate Fees (EGF), Import Gate Fees (IGF), and On-Terminal Fees (OTF), you can select and pay one or multiple fees in a single payment. This allows you to save time by completing multiple payments at once. A separate receipt will be generated for each transaction included in the payment.

Is there an annual PayCargo fee?

As part of this initiative, customers paying TraPac fees through PayCargo are exempt from the annual PayCargo membership fee. Payers who wish to access premium services may do so for a modest fee. This opens up access to the entire PayCargo ecosystem of over 160K logistics companies.

Is there a platform processing fee?

For import / export gate fees, TraPac is currently sponsoring all payer platform and credit card processing fees as a pro-bono service offering.

Q & A

Questions

Faster Payments, Smarter Logistics



PayCargo