Upcoming Transition to PayCargo for Terminal Fees & Port Demurrage Payments

Dear Valued Customers and Drayage Partners,

TraPac is preparing to implement changes to the terminal fee and demurrage payment processes at our Los Angeles and Oakland terminals beginning November 16, 2026. These changes will take effect in phases, as outlined below.

Upcoming Dates

November 16, 2026 – MSC Port Demurrage (Oakland Only)

TraPac Oakland will begin collecting applicable MSC port demurrage charges through PayCargo. Line detention will continue to be payable directly to MSC.

November 23, 2026 – Gate & Terminal Fees (Oakland Only)

Import and export gate fees, along with other applicable terminal fees, will transition from eModal to PayCargo. Export gate fees must be paid before scheduling an appointment.

December 1, 2026 – HMM Port Demurrage (Los Angeles & Oakland)

TraPac Oakland and Los Angeles will begin collecting applicable HMM port demurrage charges through PayCargo. Line detention will continue to be payable directly to HMM.

Upcoming PayCargo Training Webinars

To help prepare for these changes, TraPac and PayCargo will host the following virtual Zoom training sessions:

- **Port Demurrage: Friday, November 13, 11:00–11:30 AM PT**
  Registration:
  https://paycargo.zoom.us/j/84998262362?pwd=g9S6FiDgwQ1GjObjxlacybKeibV56B.1
- **Gate & Terminal Fees: Wednesday, November 18, 9:00–9:45 AM PT**
  Registration: https://paycargo.zoom.us/j/86913884461?pwd=Xsq0Jf63hYbkzO6UXicSRabzcsF4ff.1
- **Gate & Terminal Fees: Thursday, November 19, 1:00–1:45 PM PT**
  Registration: https://paycargo.zoom.us/j/86913884461?pwd=Xsq0Jf63hYbkzO6UXicSRabzcsF4ff.1

Recordings are expected to be available afterward for those unable to attend.

PayCargo Registration & Resources: https://paycargo.com/cpp/trapac/

For questions or assistance, please contact the TraPac Customer Service team: https://trapac.service-now.com/csm.

We recognize that changes to established payment processes require preparation and appreciate your cooperation and continued partnership throughout this transition.

Thank you,

TraPac Team