**REFUND REQUEST INSTRUCTIONS**

*Refund requests initiated through the eModal website*

Click the ? icon at the bottom of the home page **OR** click link below:

[Submit a request – eModal (zendesk.com)](https://emodal.zendesk.com/hc/en-us/requests/new)

Icon

Description automatically generated

Choose from drop down menu “Port Truck Pass” (Port of New York/New Jersey)

Please complete all required fields and at the end you will have the option to attach any additional supporting documentation, if needed.

Once the form is submitted, it will open a ticket with our team to begin the refund request process.

*\*No refund(s) will be issued without email authorization from the terminal.*

**REFUND REQUEST INSTRUCTIONS**

*Refund requests initiated through the PortTruck Pass website.*

Click the Support icon at the bottom of the home page **OR** click the link below:

[Submit a request - PortTruck Pass (zendesk.com)](https://porttruckpass.zendesk.com/hc/en-us/requests/new)

Icon

Description automatically generated

Please complete all required fields and at the end you will have the option to attach any additional supporting documentation, if needed.

Once the form is submitted, it will open a ticket with our team to begin the refund request process.

*\*No refund(s) will be issued without email authorization from the terminal.*