

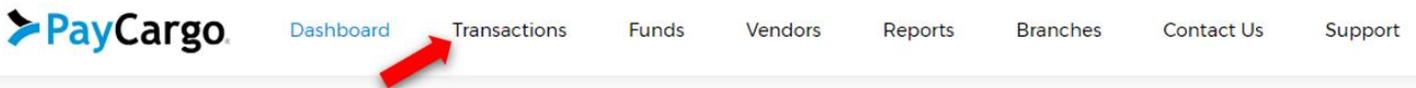
# Pay Cargo – Requesting Refunds

## Access PayCargo for Refunds

Customer will be able to request refund, in full or partially, to any PayCargo payment that has been approved by visiting <https://paycargo.com/>

## Requesting a Refund

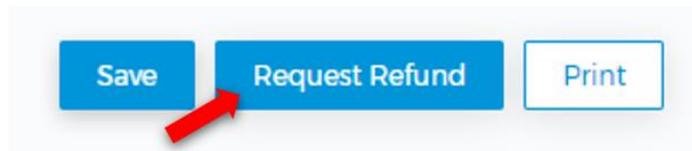
1. Login to PayCargo and click on Transactions.



2. Double click on the approved transaction you wish to request a refund for.

<input type="checkbox"/>	01/24/24	4728289	HLBU8084527	Container Number	Port Liberty Bayonne	Approved ●	\$626.38
<input type="checkbox"/>	01/09/24	4728288	HLBU8026881	Container Number	Port Liberty Bayonne	Approved ●	\$626.38
<input type="checkbox"/>	01/05/24	4728287	YMLU7014397	Container Number	Port Liberty Bayonne	Approved ●	\$648.81
<input type="checkbox"/>	01/04/24	4728187	HDMU7500057	Container Number	Port Liberty Bayonne	Approved ●	\$875.00

3. Click on “REFUND REQUEST” located at the bottom right corner of the transaction tab.



4. Enter the AMOUNT for the requested refund and a reason for the refund to submit.

Refund Request

**Transaction Summary** Container Number #HDMU7500057

**Vendor**  
Port Liberty Bayonne

**Batch Number**  
1858016

**Payment Summary**

Item	Quantity	Rate	Amount
PayCargo Transaction	1	875.00	\$875.00
<b>Total: \$875.00</b>			
Processed on 01/02/2024			

Refund Amount: \*

Reason: \*

Attachments

OR

Max file size is 20MB. Accepted file types include .doc, .docx, .xls, .xlsx, .rtf, .pdf, .zip, .jpg, .tiff, .txt, .xml and .csv.

All refunds are subject to a processing fee of up to \$10.00 at the discretion of PayCargo management.

5. Our team at Port Liberty will receive the information and review.



## Refund Requested!

A refund request of **\$875** has been sent to **Port Liberty Bayonne** for transaction **#HDMU7500057**. You should receive an email shortly where you can check on the status of your request.

If this is an urgent matter, please contact the PayCargo Support Team at [support@paycargo.com](mailto:support@paycargo.com) or call (888) 250-7778.

OK