

FREQUENTLY ASKED QUESTIONS ABOUT **WEBPAY**

Registering for Web Pay

Who can process payments using Web Pay?

Customers who have registered through Forecast and who have an active Massport billing account will be able to process payments using Web Pay. Individuals from companies, who are registered in Forecast and are granted access to company credit card or bank information by their employer, will be able to process payments to Massport.

How do I register in Forecast?

Go to: <https://mct.tideworks.com/forecast>. Click on “New Member Start Here” and complete the registration process.

How do I apply for a Massport billing account?

Contact customer service at 617-464-7124 and terminal staff will assist you.

Is there a limit on the number of individuals a company can authorize to process payments? There is no limit. Authorization is controlled by the company administrator.

Using Web Pay

What fees and charges will be processed through Web Pay?

Customers can pay for **import** usage, demurrage and government inspection fees.

Can I pay for export usage on line?

Customers can pay for export usage and government inspection fees.

What types of payments will be accepted through Web Pay?

The Forecast payment portal accepts Visa, MasterCard and American Express as well as payment via a PayPal account. If you wish to use a payment option other than a credit card, visit www.paypal.com to establish a free account.

Do I have to use Web Pay or can I choose to continue with the current guarantee process?

Beginning November 1, 2017, **all** terminal fees must be paid through Web Pay.

How far in advance can I process a payment using Web Pay?

For import cargo, fees can be paid as soon as the vessel file is received from the shipping line and downloaded in the terminal system. Terminal staff will make every effort to have information available at least one week in advance.

For export shipments, fees can be pay as soon as empty container completes the gate transaction against the booking.

How do I know my transaction was completed successfully?

Once the transaction has been completed successfully, a receipt will be generated which should be printed and retained for your records. See the Users' Manual for step by step instructions on how to retain a copy of your receipt.

If you cannot generate a receipt, try the process again as the transaction may not have gone through.

To ensure a successful transaction, please follow each step of the payment process as outlined in the WebPay User Guides.

Troubleshooting Potential Issues with Web Pay

What happens if Forecast is unavailable and I do not have the ability to pay on-line?

If the system is unavailable, a contingency plan has been developed.

- Email notification will be sent advising customers that written guarantees will be accepted.
- Guarantees received that day will be invoiced.
- Email notification will be sent advising Forecast is back on-line and web pay is available.

How do I know if I am on your distribution list for system notifications? All registered customers in Forecast are included on the distribution list.

What I should I do if I paid the government inspection fee but see multiple charges are still pending? Please contact terminal personnel if you encounter this issue.

Who do I contact for assistance with Web Pay or questions about the process?

Contact Conley Terminal staff at 617-464-7124 for questions regarding container release issues.

Contact Massport's Accounting Department at 617-568-5026 or dpais@massport.com for payment processing issues. When you contact Accounting, please have the following information available:

- Transaction ID
- Customer name and number
- Transaction amount
- Tender Type (AMEX, VISA, MC, PAYPAL)
- Last 4 digits of credit card
- Container number(s)
- Description of issue or problem

Contact Marlene Lio [at 617-464-8298](tel:617-464-8298) or mlio@massport.com or Yani Lopez [at 617-464-8296](tel:617-464-8296) or ylopez@massport.com for all other questions and issues.