

Pay Your Bills

Credit Card Payment Processing:

- Using a Card on File
- Registering a new Card
- How Card Companies Validate your Card

EFT Payment

- Download EFT Authorization Form
- Upload as EFT Attachment for Approval
- Company will adjust your account to accept EFT payments

Payment Processing

- Selecting Invoices to Pay: Use Check box
- Selecting the Amount to Pay: Accept default amount or edit for partial payment
- Submitting Payment: Click submit to submit the payment

The Notifications you should receive:

- Payment Received – Thank you for your payment
- Card Denied – reason
- Application Progress Emails
 - Forms received
 - Forms Approved
 - Access given to do business with the Port for this account

Errors and what they may mean:

- Card Denied-Usually means there is a mismatch between data on the card and data in you record. Also may be expired, or denied due to card on hold by the credit card company for a reason they have communicated to you directly

Calling for Help: Call the number on your screen and leave a message if the number does not answer

See Your Account

Overview

Purchases: Items purchased online for shipping or in store pickup

- Purchase History – Will be used for online store item purchases, in store pickup or chipping to your ship to address
- Returns – We will currently only provide credits as needed
- Reorder Items – See items previously purchased and select to reorder – not prices may have changed.
- Quotes – Will show the results of any quotes previously requested

My Account User Manual
Galveston Wharves Web Site Users
Last Revised: May 31, 2022

Billings

- Account Balance: Currently unpaid balances – 30-60-90 +. Note current day may not have settled yet.
- Invoices: Print or view
- Transaction History: Purchases, payments and credits
- Print a Statement:

Setting

- Profile Information: Default fields that the customer can revise
- Email Preferences: Opt in or opt out of email services offered by the company
- Address Book
- Payment Methods
- Update Your Password

Cases

- Support Cases
- Submit New Case
- Update License Documents