Cargo Online Payment
Electronic Payment Portal Instructions
Frequently Asked Questions and Answers

*Question: Is the Electronic Payment Portal available to all customers?*

Answer: No, the tool is currently available for our U.S. non-CNS customers. Payment for international non-CASS and CASS customers is settled through IATA or locally.

*Question: What is the difference between Customer Billing and Electronic Payment Portals?*

Answer: The Customer Billing Portal is primarily used for filing and tracking disputes whereas Electronic Payment Portal allows customer to review and process payments. Customers can access copies of invoices in both locations.

*Question: Can I still use Customer Billing Portal? Or am I required to use only use Electronic Payment Portal?*

Answer: Yes, you can continue to file disputes in the Customer Billing Portal; however, to make an electronic payment you will be required registered in the Electronic Payment Portal.

*Question: Can multiple users access the Electronic Payment Portal on the same account?*

Answer: Only one registered user is allowed per eligible customer branch account.

*Question: Why am I unable to view transactions from all my branches?*

Answer: Each eligible customer branch account number requires its own password login.

*Question: Why am I unable to access air waybill documents online?*

Answer: Unfortunately, this feature is not available at this time. If you need a copy of an air waybill, please contact cargoaccounting@united.com with the details of your request.

*Question: Who do I contact if I am having trouble registering or accessing my account?*

Answer: Please send an email to cargocreditcard@united.com and reference “Electronic Payment Portal Login” in the subject line.
United Cargo Invoices tool provides customers the ability to make invoice/air waybill payments via an Electronic Payment Portal powered by JPMorgan Chase Pay Connexion, which may be found at United Cargo Accounting Payment.

Please have the following available to complete your online payment:

- Your United Cargo account number (11-digit account number used to ship)
- The zip code associated with address on file of your company branch with United Cargo. Please note: Your billing zip code may be found on any current Cargo invoice (top left corner).

Refer to the screenshots below for step-by-step instructions:


2. Click on the “Get Started” button found on this page. The button will direct you to the United Electronic Payment Portal.

3. At the Electronic Payment Portal login page, enter your United Cargo account number (11-digit customer branch account number) and your password. Click on “Get started” button to continue.
   a. Your United customer account number is found in your welcome letter email for opening a credit account with United.
   b. The default temporary password for your account is your billing zip code (up to 5 alpha-numeric characters. Your billing zip code may be found on any current Cargo invoice (top left corner).
4. **First-time log in:** The Electronic Payment Portal contains pre-registered United Cargo customer account information obtained from your current Cargo invoice (top left corner). Please re-enter your current password (zip code), and follow the guidelines to create a permanent password for your account. Record your permanent password in a secure location for future access. Click on “Update” button to continue.
5. Confirmation of your login credential changes will display. Click on “Continue”.

![Update of Log In Credentials Complete](image1)

6. You will be prompted to complete your User Profile. Please add your email address and phone number. Select your secret questions and answers, and re-enter your permanent password. The User Profile is used for security purposes of accessing your information. Please verify the information is correct then click “Continue.”

![Edit User Profile](image2)
7. Next, you will be directed to the "Make a Payment" page of the Electronic Payment Portal. Complete the following fields (bold fields are required for processing payments).
   a. Select invoice/AWB number(s) to pay
   b. Enter your payment amount
   c. Select your payment method: eCheck (bank account) or credit/debit card
8. For credit card payments: Please enter your card number, expiration date, and other required fields as listed. For your convenience, your profile has already stored your profile information as your billing information. You may opt to add new billing information as needed; you may also opt to save this billing information for future convenience. Click on “Continue”.

9. For eCheck payments: Please enter your bank routing number, bank account number, indicate the bank account type, category expiration date, and other required fields as displayed. You may also opt to save this billing information for future convenience. Click on “Continue”.
10. The Verify Payment screen will display a summary of your payment details for your review and confirmation. Please note that each transaction in the Portal requires your acceptance of United’s terms and conditions for the payment portal. For eCheck bank account transactions, additional terms must be accepted for confirmation. By clicking on “Confirm” you are accepting these terms and conditions.
11. Your Payment Confirmation screen will display after you have confirmed payment. Please note it may take up to 3 business days to credit your account. You will also receive an email confirmation of the payment.
12. For short payments of invoice / AWB: **Please note** - If you are short paying an invoice/ air waybill (AWB), a short pay reason code must be selected along with the disputed AWB number(s). (e.g. 01612345678, 01612345678)
Request Online Password Reset
Customers may request a permanent password reset for the Electronic Payment Portal by navigating to the login screen, clicking on “Forget Password” screen, and entering the email associated with applicable customer account branch. Upon answering the security question, the user may opt to receive the password at the email address associated with the user profile for the account.

Manage Account / Pending / Payment History / Update Profile
Assorted options are available for the management of your United Cargo Electronic Payment Portal account. Please navigate to the menu options on the left-hand of the screen to access.

Customer Support
For questions regarding your United Cargo invoice(s) including any Electronic Payment Portal inquiries, please contact:

Email: CargoAccounting@united.com