

## Questions and Answers

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[What is the User Fee Portal?](#)

The User Fee Portal is the mechanism by which Sabine Neches Navigation District User Fee invoices are self-generated by cargo or vessel owners (or their designated agents). It is important to note that the User Fee Portal does not provide a mechanism for in-website payment of invoices, though funds transfer information is provided on Final Invoices.

## How do I register for the User Fee Portal?

Please follow these steps to register your username:

1. Click the "Register " hyperlink on the User Fee Portal (snnd.org) home page.
2. Provide the required information
  - a. Email
  - b. First Name
  - c. Last Name
  - d. Address
  - e. Company Name
  - f. Username
  - g. Password
    - i. 8 to 20 characters
    - ii. At least one capital letter
    - iii. At least one lower case letter
    - iv. At least one number
    - v. At least one special character
    - vi. No spaces
3. Click the reCAPTCHA checkbox
4. Click the "Register " button

Once you submit your request to create a Username, an email will be sent to the email address provided during the registration process. This email will contain a "Verify Email" link that must be clicked to finalize the registration process. If you do not receive the email within a few minutes clicking the "Register" button, please check your spam folder in case the confirmation email was delivered there instead of your inbox.

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## What if I have not received my Verification Email?

Users that register, but have not verified their email have not finalized the registration process. If the verification email has been lost, deleted, or cannot be located for any reason (e.g., the email has been identified as spam), the steps below should be used to re-send a verification email.

1. Click the "Verify Email" hyperlink on the User Fee Portal (snnd.org) home page.
2. Provide your first and last name and email address
3. Click the "Verify Email" button
4. An email will be sent to the email address provided during the registration process. This email will contain a "Verify Email" link that must be clicked to finalize the registration process.
5. If you do not receive the email within a few minutes clicking the "Register" button, please check your spam folder in case the confirmation email was delivered there instead of your inbox.

Note: If your email address has changed since you first registered or you experience any other problem with activating your registration, please email [adminuserfee@navigationdistrict.org](mailto:adminuserfee@navigationdistrict.org)

### What if I have forgotten my username?

Please follow these steps to retrieve your username:

1. Click the "Account Recovery" hyperlink on the User Fee Portal (snnd.org) home page.
2. Provide your first and last name and email address
3. Click the "Get Username " button
4. Your username will be e-mailed to you
5. If you do not receive the email within a few minutes clicking the "Get Username" button, please check your spam folder in case the email was delivered there instead of your inbox.

Note: If your email address has changed since you first registered or you experience any other problem with your Username, please email [adminuserfee@navigationdistrict.org](mailto:adminuserfee@navigationdistrict.org)

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### What if I have forgotten my password?

Please follow these steps to reset your password:

1. Click the "Account Recovery" hyperlink on the User Fee Portal (snnd.org) home page.
2. Provide your first and last name and email address
3. Click the "Reset Password " button
4. A password reset hyperlink will be e-mailed to you.
5. Follow the link to complete the password reset process
6. If you do not receive the email within a few minutes clicking the "Reset Password" button, please check your spam folder in case the email was delivered there instead of your inbox.

Note: If your email address has changed since you first registered or you experience any other problem with your password, please email [adminuserfee@navigationdistrict.org](mailto:adminuserfee@navigationdistrict.org)

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### What is the difference between a Draft Invoice and a Final Invoice?

A Draft Invoice can be created to provide an estimate of the User Fee for company-related payment approval purposes. It is likely that the quantity estimates specified on the Draft Invoice are nominated volume estimates. An invoice created will be saved as a Draft Invoice unless each of the "Certified Tonnage" boxes for each cargo type are checked. A Draft Invoice can be edited or deleted.

Only a Final Invoice is payable to SNND. The Final Invoice specifies certified cargo volumes, which SNND deems to be acceptable for determining the invoice amount. A Final Invoice cannot be edited or deleted. **Final Invoices that were created in error can only be deleted by SNND.** Please email [adminuserfee@navigationdistrict.org](mailto:adminuserfee@navigationdistrict.org) to initiate the Final Invoice deletion process.

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## How do I create an invoice?

After login, the user is taken to the Invoices Panel. Please follow these steps to create an invoice:

1. Click the "Create Invoice" hyperlink
2. Begin typing the Vessel IMO in "Vessel IMO" field. Upon the entry of the first three digits of the Vessel IMO, a list of candidate vessel names populates the "Choose a Vessel Name" entry, and the text of the "Choose a Vessel Name" entry changes to "Select Vessel" with a drop-down selection of candidate vessels. At this point, the user can select the applicable vessel name from the list. As more digits are entered in the "Vessel IMO" field, the list of candidate vessels from which to select from is reduced.
3. Select the Vessel name from the "Select Vessel" drop-down menu.
4. If the Vessel IMO is new to the database, or if the Vessel IMO is associated with a renamed vessel, the user can provide the appropriate information in the "Enter New Vessel IMO" and "Enter New Vessel Name" fields. Both will be incorporated into the vessel database when the user presses the "Add Vessel" button.
5. Select the terminal at which loading/unloading is to occur from the "Choose a Terminal" dropdown menu.
6. Press the "Terminal Arrival Date" selection, and choose an arrival date from the dropdown calendar. *Upon selection of a terminal arrival date from the calendar, the payment due date is populated.*
7. Select cargo type from the "Choose a Cargo Type" dropdown menu. *Upon selection of a cargo type, the rate/ton field is populated.*
8. Enter short tons of the specified cargo type under the "Tonnage (Short Tons) heading. **Use only numeric digits, and no commas.** *Upon entry of short tons of the specified cargo, the fee for that specific cargo is calculated.*
9. Additional cargo types and short tons on the vessel can be entered by clicking on the + "Add Cargo" selection. *The invoice total will be updated as additional cargos and quantities are entered.*
10. If the tonnages have NOT been certified, the "Certified Tonnage" box(es) should remain unchecked. Upon pressing the "Save Invoice" button, the invoice will be saved as a Draft Invoice in the user's database of Draft Invoices. Draft Invoices can be downloaded, printed, edited, deleted, or finalized through the "Draft Invoices" selection on the Invoices Panel.
11. If the tonnages have been certified (which is NOT often the case for liquid cargo), the "Certified Tonnage" box(es) can be checked. Upon pressing the "Save Invoice" button, the invoice will be saved as a Final Invoice in the user's database of Final Invoices. Final Invoices can be downloaded or printed through the "Final Invoices" selection on the Invoices Panel. **Note: Final Invoices that were created in error can only be deleted by SNND.** Please email [adminuserfee@navigationdistrict.org](mailto:adminuserfee@navigationdistrict.org) to initiate the Final Invoice deletion process.

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## How do I edit a Draft Invoice?



Only cargo quantities and certification status can be edited on Draft Invoices. Additional information shown on the Draft Invoice (i.e., vessel information, terminal, terminal arrival date and cargo type) cannot be edited, and additional cargo types for the vessel cannot be added. If any such information needs to be changed, the Draft Invoice should be deleted, and a new invoice should be created.

Please follow these steps to edit an invoice:

1. Click the "Draft Invoices" hyperlink on the Invoices panel. *A list of the user's Draft Invoices is displayed*
2. Under the "Actions" heading, select the edit icon appearing on the same row as the the Draft Invoice to be edited
3. Cargo quantities can be updated and/or certified
4. Click the "Save Invoice" button
  - a. If all "Certified Tonnage" boxes HAVE NOT been checked, the Draft Invoice will be updated and saved to the user's database of Draft Invoices, and can continue to be edited, deleted, printed, or finalized under the "Draft Invoices" selection at the top of the screen.
  - b. If all "Certified Tonnage" boxes HAVE been checked, the Draft Invoice will be updated and saved as a Final Invoice to the user's database of Final Invoices, and can NOT be edited or deleted. **Note: Final Invoices that were created in error can only be deleted by SNND.** Please email [adminuserfee@navigationdistrict.org](mailto:adminuserfee@navigationdistrict.org) to initiate the Final Invoice deletion process.

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## How do I download or print a Draft Invoice?



1. Click the "Draft Invoices" hyperlink on the Invoices panel. *A list of the user's Draft Invoices is displayed.*
2. Under the "Actions" heading, select the pdf icon appearing on the same row as the the Draft Invoice. *A pdf of the Draft Invoice will be displayed and can be downloaded or printed.*

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## How do I delete a Draft Invoice?



1. Click the "Draft Invoices" hyperlink on the Invoices panel. *A list of the user's Draft Invoices is displayed.*
2. Under the "Actions" heading, select the delete icon appearing on the same row as the the Draft Invoice to be edited.

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## Can I delete a Final Invoice?

No. Final Invoices that were created in error can only be deleted by SNND. Please email [adminuserfee@navigationdistrict.org](mailto:adminuserfee@navigationdistrict.org) in order to initiate the Final Invoice deletion process.

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## Can a Draft Invoice be paid?

No. Cargo quantities must be certified, and the Draft Invoice must become a Final Invoice before payment.

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## How do I pay a Final Invoice?

Account information for funds transfer is provided at the bottom of the Final Invoice sheet.