

# QUICKPAY SETUP PACKET

With QuickPay, you can receive payments faster than the normal 20 day pay cycle for a discount (currently 2% off the gross amount owed at the time of payment). There are multiple ways to obtain payment, including electronic funds transfer (EFT), T-Chek Express Code, T-Chek account, and a paper check.

This packet is your source for information about the program, from where to send your bills to determining when you will receive payment. It also includes all terms and conditions, an application, and EFT authorization form.

## How do I submit bills?

### Email submission details

1. The subject line should contain the C.H. Robinson load number as printed on the load's rate sheet.
2. Send one load set of documents at a time. DO NOT include two or more loads in one email.
3. File types accepted via email include TIF, JPG, and PDF.
4. Message of the email should contain pertinent information for processing.
5. Please keep attachments 5MB or smaller.

<b>Email</b>	loaddocs@chrobinson.com
<b>Document Upload</b>	Log in to Navisphere® Carrier
<b>TRANSFLO® Technology</b>	We accept scans from three different TRANSFLO options: <ul style="list-style-type: none"><li>• TRANSFLO Express®</li><li>• TRANSFLO \$Velocity®</li><li>• TRANSFLO® Mobile</li></ul> Visit our FAQ for more information about using TRANSFLO® technology.
<b>Mail</b>	Refer to your rate confirmation sheet for the correct billing location's mailing address.
<b>Overnight*</b>	C.H. Robinson 114 S. Racine Ave. Suite 300 Attn: QuickPay Billing Dept. Chicago, IL 60607-3778

\* This method may delay payment due to processing time and the inability to control legibility.



## How can I prevent payment delays?

An inability to read submitted paperwork causes the majority of delays. Before submitting any scans, make sure everything is clear and easy to read.

## When will I receive payment?

Once C.H. Robinson receives your complete, legible paperwork—invoices, bills of lading, lumper receipts, etc.—we will release your payment within two business days. No payments will be released on Saturday, Sunday, or certain National Holidays.

**Keep in mind the release date is the day we notify the bank to release the funds, not the day you receive payment.** Each bank has its own processing procedure as to when funds will become available in your account. Consult with your financial institution for further information regarding electronic payments.

The easiest way to find out when you'll receive payment is to join Navisphere® Carrier. You can check payment statuses, find live loads, and post available equipment from your computer or phone. Create an account today.

Please allow us two business days to process your paperwork before calling to inquire about the status of a payment.

## How can I change my payment method?

To change the status of your account, please submit your requested changes by fax to 312-980-2612. This request must come from your company's primary contact.

## Additional questions

Our carrier website is a great resource for additional information about QuickPay and load paperwork.

You can contact our carrier services team at 800-326-9977 between 6:30 a.m. and 6:30 p.m. Monday through Friday, for any other questions.



# QuickPay Discount Agreement

CHR T# \_\_\_\_\_

## C.H. ROBINSON QUICKPAY DISCOUNT PROGRAM; TERMS AND CONDITIONS

**QuickPay Discount Program:** C.H. Robinson's QuickPay Discount Program provides contracted motor carriers with the ability to choose to receive completed shipment compensation faster than the standard contracted payment period in exchange for agreeing to a discount on the contractually agreed shipment compensation amount ("QuickPay Program").

**Terms and Conditions:** If you choose to participate in the QuickPay Program, you ("Carrier") and party to a Contract for Motor Contract Carrier Services ("Contract") with C.H. Robinson, expressly acknowledge and agree to the following QuickPay Program terms and conditions ("Terms and Conditions") that relate to and govern Carrier's participation and/or continued participation in the C.H. Robinson QuickPay Program:

1. All Carriers who entered into the Contract with C.H. Robinson on or after March 20, 2016, made their request to participate in and registered for the QuickPay Program as part of the RMIS Carrier Registration processes.
2. All Carriers who entered into the Contract with C.H. Robinson before March 20, 2016, made their request to participate in and register for the QuickPay Program by filling out and providing to C.H. Robinson a complete QuickPay Discount Agreement.
3. As of March 20, 2016, the QuickPay Program and all Carriers' participation in the QuickPay Program are governed by these Terms and Conditions.
4. By participating in the QuickPay Program, Carrier is expressly requesting that C.H. Robinson make early payment to Carrier of the freight charges earned by Carrier pursuant to the terms of the Contract, such early payment by C.H. Robinson in exchange for a discount of the agreed upon compensation earned by the Carrier as provided for in Article 3 of the Contract.
5. Upon final delivery of a shipment by Carrier and after providing the necessary documents to confirm the satisfactory completion of Carrier's responsibilities regarding the shipment (i.e. the shipment was delivered on-time and/or without suffering loss or damage to the freight being transported) pursuant to the Contract, C.H. Robinson agrees to pay the Carrier the amount of the freight bill as confirmed by Robinson, less a discount of two point zero percent (2.0%) of the gross freight bill amount ("Discounted Amount"). C.H. Robinson may determine to revise this discount rate from time to time, and will notify Carrier of any increase to the discount rate in accordance with the notice requirements set forth in these Terms and Conditions.
6. Upon receiving the necessary documents (and after allowing for a reasonable processing time), C.H. Robinson will release payment of the Discounted Amount to Carrier within two (2) business days. The Discounted Amount will be paid to Carrier in the manner designated by Carrier in the Contract, which may consist of (a) depositing via electronic funds transfer ("EFT") into Carrier's identified bank account, or (b) depositing into Carrier's T-Chek Account, or (c) issuing a T-Chek Authorization number to Carrier, or (d) delivery of check.
7. Instituting payment to Carrier within the QuickPay Program and the first issuance of processing of the initial QuickPay Program payment will take up to ten (10) business days from the receipt by C.H. Robinson of Carrier's request to participate in the QuickPay Program.



8. C.H. Robinson may determine, in its sole discretion, to provide alternative, lower discount rates to Carriers as part of various motor carrier incentive and/or reward programs sponsored by C.H. Robinson (i.e. including but not limited to C.H. Robinson's Carrier Advantage™ Program). If a Carrier qualifies for a lower discount rate because of its participation in a C.H. Robinson sponsored incentive and/or reward program, C.H. Robinson will notify Carrier of any increase to the discount rate in accordance with the notice requirements set forth in these Terms and Conditions.
  
9. C.H. Robinson may change, modify, add to and/or remove from these Terms and Conditions, expressly including increasing the discount rate ("Changes") by providing Carrier with fifteen (15) days advance written notice of such Changes. Written notice may be issued to Carrier via a Load Confirmation, as defined in the Contract, or via email to Carrier's last known email address on file with C.H. Robinson, or via facsimile to Carrier's last known facsimile number on file with C.H. Robinson, or via registered mail to Carrier's last known mailing address on file with C.H. Robinson. Upon Carrier's receipt of a written notice identifying a Change, or at any time and for any reason or no reason, Carrier may contact C.H. Robinson at carrier.services@chrobinson.com or 800-326-9977 and notify C.H. Robinson of Carrier's determination to stop participation in the QuickPay Program. For the avoidance of doubt, if Carrier disagrees with any Changes, Carrier may stop its participation in the QuickPay Program and its receipt of the QuickPay service. Any and all Changes to the Terms and Conditions made by Robinson shall only apply prospectively from the expiration of the notice period notifying Carrier of the Changes.

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\_\_\_\_\_  
 Legal Carrier Name

\_\_\_\_\_  
 DBA Name

By: \_\_\_\_\_  
 (sign as Owner or Officer if you are INC. or LLC)

By: \_\_\_\_\_

Title: \_\_\_\_\_  
 (Owner/Officer of the Company)

\_\_\_\_\_  
 Date

**Payment option:**  
 (Select only one option)

- Payment via T-Check Fuel Account
- Payment via EFT to your bank account\*\*
- Payment via paper check

\*\*If choosing payment via EFT, please also complete the EFT Authorization Form found on the next page.

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# Electronic Funds Transfer (EFT) Authorization Form

CHR T# \_\_\_\_\_

United States or Canada Banks Only

Select country of bank:

United States bank account

Canadian bank account

Select type of account:

Checking

Savings

Please note US Currency must be deposited to a bank located in the United States. Canadian Currency must be deposited to a bank located in Canada.

I authorize you and the financial institution named below to automatically debit/credit my account (this includes my authorization to reverse any entries made in error (credit). the authority will remain in effect until I give written notice to cancel it.

Bank \_\_\_\_\_

Phone \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_

Name on account \_\_\_\_\_

Routing # \_\_\_\_\_

Account # \_\_\_\_\_

Email \_\_\_\_\_

Fax # \_\_\_\_\_

Signature \_\_\_\_\_

Provide a copy of your voided check below

