

**C.H. Robinson provides carriers with fast and simple payment options so you can get paid faster. Submit your load documents seamlessly using a computer.**

**Did You Know?** C.H. Robinson processes over 100 million documents annually and offers the easiest and fastest method for submitting paperwork so that you can get paid.

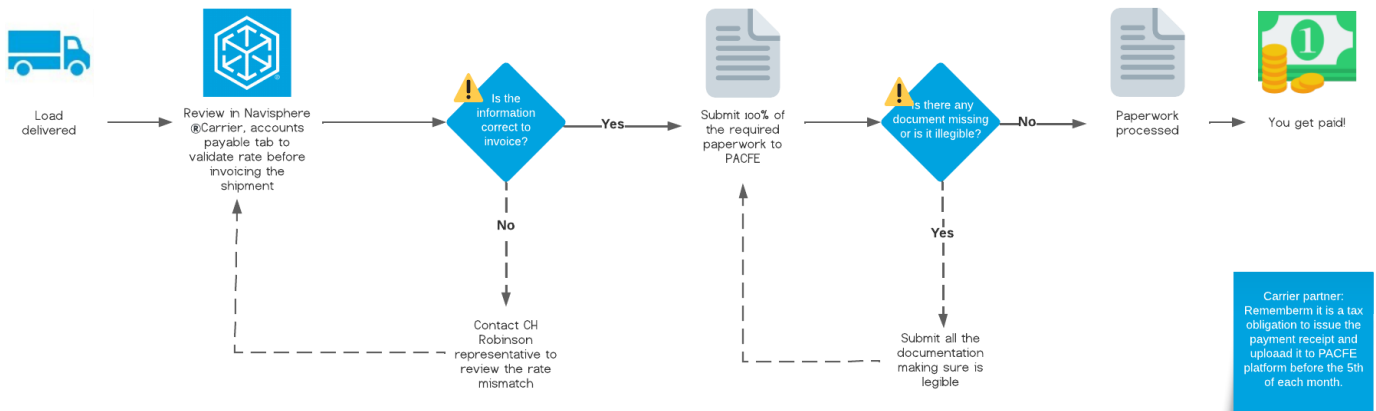
- PACFE - Invoice load, proof of delivery, "Complemento de pago" and "Complemento carta porte" in XML and PDF formats <http://pacfe.com.mx/PACFE5-CHRobinson/>

## When to Expect Payment

According to the date the invoice is uploaded in PACFE and the payment schedule: (APPENDIX 1)

- Standard Carriers: The documentation is processed according to the date that the invoice is uploaded in PACFE, and the payment is released once it is validated that everything is complete and correct 20 days after the receipt of the required documents.

## How Carriers Get Paid (From load delivery to payment)



Carrier partner: Remember it is a tax obligation to issue the payment receipt and upload it to PACFE platform before the 5th of each month.

## Top 5 Tips for Timely Payments

1. Before invoicing and uploading documentation to PACFE, review Navisphere Carrier (See Annex 4) to ensure that the rate is correct. Before billing, if any rate has incorrect amount, please contact CH Robinson representative to review the mismatch.
2. Submit completed, legible and signed paperwork immediately following completion/delivery specifying confirmation number or "load".
3. Always submit this paperwork for every load and stop
  - ✓ Signed Bill of Lading (BOL) with receiver signature for each stop
  - ✓ Invoice in XML and PDF format (required for any type of service) with the Carta Porte complement (if applicable)



As needed, submit this paperwork.

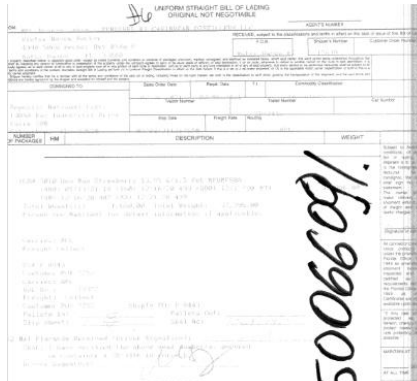
- Unloading/Lumper receipts (Shipper utilizes 3<sup>rd</sup> party for unloading cargo) e.g., accessories
  - Proof of delivery (POD) (Must be different from letter of instructions and / or invoice)
  - Weight Ticket
  - Air Way Bill
  - "Complemento Carta Porte"
4. Upload your Payment add-on every month before the 5th on the PACFE platform.
  5. Paperwork must be legible and easy to read. Ensure images are not blurred and/or cut off.

## SUBMITTING LEGIBLE PAPERWORK

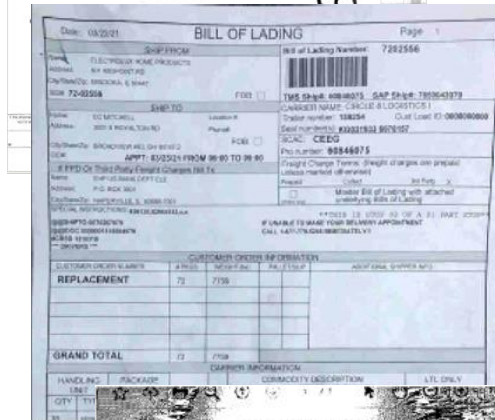
When submitting paperwork, ensure the documents are completely visible and legible. Below are examples of paperwork that may be illegible.

Acceptable Paperwork Example



Paperwork is too light to read



Paperwork is too blurry



Paperwork is too dark



## BILLING INFORMATION

For any type of service and for all our Mexican suppliers, C.H. Robinson ALWAYS requests electronic invoices with fiscal validity.



It is a requirement that all C.H. Robinson providers, keep the SAT Tax "Opinión de cumplimiento" in a **positive** status. Otherwise:

- It will be at the discretion of C.H. Robinson to suspend payment until the provider is up to date in the fulfillment of its Tax Obligations.
- It will be at the discretion of C.H. Robinson to immediately inactivate them as providers if: they are on the SAT list in accordance with CFF art. 69 and 69B, do not send the document in the agreed time and / or, an apocryphal letter is received

Service	Origin	Destiny	Rate	Fundament
International transport (Export)	México	Foreign	0% VAT	VAT Law: Art. 29, V. VAT Law regulations Art. 60
International transport (Import)	Foreign	México	No subject to VAT	Law does not contemplate the assumption
National transport (Intra-México)	México	México	16% VAT and 4% retention	VAT Law: Art. 1, 1-A, 14 and 16

At the time of issuing your invoice, confirm with your CHR Operational Representative the entity to which you should issue your invoice:

For Land services in LTL or Full Truck Load (NAST)

Business name:	C.H. ROBINSON DE MEXICO S.A. DE C.V.
RFC:	CHR 900514261
Fiscal address	AV. LAZARO CARDENAS No. 301 1st floor San Pedro Garza García N.L. 66260
Payment Method	PPD (Payment in installments or deferred)
Payment Form	099
CFDI Use:	G03 General expenses
Account:	8863 For national currency 1751 for US Dollars
Clabe Account:	8630 MX Pesos 7513 US Dollars
Bank	Santander

For Maritime, Air, Customs Agents, Trawlers services (GF)



Business name:	C.H. ROBINSON GLOBAL FORWARDING, MEXICO SA DE CV
RFC:	CRG180816GA9
Fiscal address	AV. LAZARO CARDENAS No. 301 1st floor San Pedro Garza García N.L. 66260
Payment method	PPD (Payment in installments or deferred)
Payment Form	099
CFDI Use:	G03 General expenses
Account:	0100 For national currency 6649 for US Dollars
Clabe Account:	1000 MX Pesos 6497 US Dollars
Bank	Santander

Please click and refer to [Appendix 2](#) to read more about the “Complemento Carta Porte” requirement by the fiscal authority in Mexico.



## PACFE WEB PAGE STEP BY STEP

PACFE is a C.H. Robinson provider, which helps us to verify that invoices and supplements are fiscally valid, in other words, that they comply with all SAT requirements. All invoices issued to our Mexican subsidiaries must be entered through this portal.

<http://pacfe.com.mx/PACFE5-CHRobinson/>

To access the PACFE portal, you may click and reference the user manual in [Appendix 3](#). If you have any questions, please contact one of our Accounts Payable Representatives via email at: [Pagos@chrobinson.com](mailto:Pagos@chrobinson.com)

### Technical requirements:

- The use of Internet Explorer 9 or Firefox Explorer or Chrome Explorer is required.
- It is required to have a PDF Document Viewer installed (Adobe Acrobat or Reader, is the most common).



## FREQUENTLY ASKED QUESTIONS

### Q: When do I get paid?

**A:** Upon receipt of completed documents, the payment clock begins. Documents are processed and payments are released based on the carrier payment schedule

- **Standard carriers.** The documentation is processed, and the payment is released based on the payment schedule once it has been validated that the documentation is complete and correct, 20 days after receipt of the required documents.
- Find information about payments 36 hours after the payment has been issued by entering our NAVISPHERE portal <http://www.navispherecarrier.com/> through the accounts receivable tab

### Q: Where can I check the payment schedule?

**A:** To consult the payment schedule, request it from one of our Accounts Payable Representatives via email [Pagos@chrobinson.com](mailto:Pagos@chrobinson.com) or see APPENDIX 1

### Q: What happens in case of a difference in amount and/or an error?

**A:** In case that the invoice shows any difference in amount and / or some error, the invoice will be rejected from the PACFE portal and you will receive an electronic notification indicating the incident. The payment will be pending until the Operations Representative corrects the error.

### Q: What documentation should I send?

**A:** The documents are listed below:

- ✓ Bill of Lading (BOL) signed by the consignee for each checkpoint
- ✓ Invoice and "Complemento de pago" (required for any type of service) in XML and PDF format

Present the following documents, if required for your loads:

- ✓ Unloading/Lumper receipts (Shipper utilizes 3rd party for unloading cargo) i.e., accessorial
- ✓ Proof of Delivery (POD)
- ✓ Weight ticket
- ✓ Air Way Bill
- ✓ "Complemento carta porte" in PDF and XML format (as of January 1, 2022)

### Q: What days does the payment department work?

**A:** The payments department works every day except weekends and holidays.

### Q: How can I update my contact or bank details?

**A:** Contact Carrier Services at [MxCarrierServices@chrobinson.com](mailto:MxCarrierServices@chrobinson.com)

### Q: Where can I check the details of the received payments?

**A:** The payment details can be obtained by entering our Navisphere Carrier portal, 36 hours after receiving your payment. Please click to see the "Manual Navisphere Carrier – Cuentas por cobrar" ([Appendix 4](#)). Consider the pre-



established periods and the payment date (See payment calendar in the Appendix 1) Remember that you can also verify the status of the invoice in the PACFE portal

## Q: Is there a manual to enter to Navisphere Carrier portal?

**A:** Yes, if you have any questions related to the creation or recovery of the username and / or password, or how to obtain the payment details, you can request them by sending an email to [MxCarrierServices@chrobinson.com](mailto:MxCarrierServices@chrobinson.com) or [payments@chrobinson.com](mailto:payments@chrobinson.com)

## Q: How to send my “Complemento de pago”?

**A:** Upload the documents (PDF and XML) directly to the PACFE portal, it is not necessary to send it by email.

## Q: How can I send invoices by email?

**A:** The correct way to upload your invoices is through the PACFE portal, it is not necessary to send them to any C.H. Robinson executive.

## Q: How can I track my shipments with a past due invoice? (Invoices with past due date, as of receipt of complete documentation)

**A:**

- ✓ Contact one of our Accounts Payable Representatives via email [Pagos@chrobinson.com](mailto:Pagos@chrobinson.com)
- ✓ Be attentive to the PACFE notifications sent to the registered email. Remember that you can also check the status of the invoice in the PACFE portal
- ✓ Navisphere® Carrier has been improved and provides visibility to see the payment status of your loads in one place. To access Navisphere Carrier, log into <http://www.navispherecarrier.com>

If after reviewing the payment status in the Navisphere Carrier portal, you still need support, contact one of our Accounts Payable Representatives via email [Pagos@chrobinson.com](mailto:Pagos@chrobinson.com)

## Q: How can I bill C.H. Robinson Company, Inc?

**A:** In addition to the invoice, as a Mexican supplier, you are required to comply with the “Complemento carta porte”. For the collection of your invoices to C.H. Robinson Worldwide, Inc. and / or C.H. Robinson Company, Inc. must include the “Complemento carta porte” in PDF format along with your invoice, completing the payment process detailed in the following link:

[https://www.chrobinson.com/en/en-us/-/media/chrglobal/documents/carrier\\_payments\\_guide.pdf](https://www.chrobinson.com/en/en-us/-/media/chrglobal/documents/carrier_payments_guide.pdf)

## APPENDICES





## 1. PAYMENT SCHEDULE



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# 2022

### PAYMENT CALENDAR FOR MEXICO

January							February							March						
D	L	M	X	J	V	S	D	L	M	X	J	V	S	D	L	M	X	J	V	S
						1			1	2	3	4	5			1	2	3	4	5
2	3	4	5	6	7	8	6	7	8	9	10	11	12	6	7	8	9	10	11	12
9	10	11	12	13	14	15	13	14	15	16	17	18	19	13	14	15	16	17	18	19
16	17	18	19	20	21	22	20	21	22	23	24	25	26	20	21	22	23	24	25	26
23	24	25	26	27	28	29	27	28						27	28	29	30	31		
30	31																			

April							May							June						
D	L	M	X	J	V	S	D	L	M	X	J	V	S	D	L	M	X	J	V	S
					1	2	1	2	3	4	5	6	7				1	2	3	4
3	4	5	6	7	8	9	8	9	10	11	12	13	14	5	6	7	8	9	10	11
10	11	12	13	14	15	16	15	16	17	18	19	20	21	12	13	14	15	16	17	18
17	18	19	20	21	22	23	22	23	24	25	26	27	28	19	20	21	22	23	24	25
24	25	26	27	28	29	30	29	30	31					26	27	28	29	30		

July							August							September						
D	L	M	X	J	V	S	D	L	M	X	J	V	S	D	L	M	X	J	V	S
					1	2	1	2	3	4	5	6				1	2	3		
3	4	5	6	7	8	9	7	8	9	10	11	12	13	4	5	6	7	8	9	10
10	11	12	13	14	15	16	14	15	16	17	18	19	20	11	12	13	14	15	16	17
17	18	19	20	21	22	23	21	22	23	24	25	26	27	18	19	20	21	22	23	24
24	25	26	27	28	29	30	28	29	30	31				25	26	27	28	29	30	
31																				

October							November							December						
D	L	M	X	J	V	S	D	L	M	X	J	V	S	D	L	M	X	J	V	S
						1			1	2	3	4	5				1	2	3	
2	3	4	5	6	7	8	6	7	8	9	10	11	12	4	5	6	7	8	9	10
9	10	11	12	13	14	15	13	14	15	16	17	18	19	11	12	13	14	15	16	17
16	17	18	19	20	21	22	20	21	22	23	24	25	26	18	19	20	21	22	23	24
23	24	25	26	27	28	29	27	28	29	30				25	26	27	28	29	30	31
30	31																			

### SUMMARY OF IMPORTANT DATES

Cut-Off #	Period		Payment Date
	Start at	Finish	
1	16-December	31-December	17-January
2	1-January	15-January	28-January
3	16-January	31-January	15-February
4	1-February	15-February	28-February
5	16-February	28-February	15-March
6	1-March	15-March	30-March
7	16-March	31-March	13-April
8	1-April	15-April	29-April
9	16-April	30-April	13-May
10	1-May	15-May	30-May
11	16-May	31-May	15-June
12	1-June	15-June	29-June
13	16-June	30-June	15-July
14	1-July	15-July	29-July
15	16-July	31-July	15-August
16	1-August	15-August	30-August
17	16-August	31-August	15-September
18	1-September	15-September	29-September
19	16-September	30-September	14-October
20	1-October	15-October	28-October
21	16-October	31-October	15-November
22	1-November	15-November	29-November
23	16-November	30-November	15-December
24	1-December	15-December	29-December

#### COLOR GUIDE

CATEGORY	COLOR
HOLIDAYS	Yellow
CUT-OFF DATE	Orange
PAYMENT	Green



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2. ["Complemento carta porte" notice](#)
3. [PACFE Manual](#)
4. [Navisphere® Carrier Accounts Receivable Manual](#)

