

Dear Quick Pay Carrier,

Thank you for being a valued carrier for C. H. Robinson Worldwide, Inc. (CHRW). We appreciate how hard you work to keep our business moving smoothly. Our goal is to return the favor, making it easier for you to do business with us and strengthening our business relationship.

That's why we created the Quick Pay program. With Quick Pay, you can receive payments much faster than the normal pay cycle of 20 days for a discount (currently 2% off the gross amount owed at the time of payment). There are four ways to obtain payment:

1. EFT
 - Electronic Funds Transfer
2. T-Chek Express Code
 - Remember with this option you will remain on paper check until you receive your pin number in the mail. At that time you must call to report receipt of the pin number and at that point we will change you over to T-Chek Express Code.
3. T-Chek Account

In this packet you will find information about each of these four options and answers to your questions regarding:

- Where to send your bills
- How you can prevent payment delays by improving paperwork legibility.
- How to determine approximately when you will receive your payment.
- How to change your payment option (EFT, T-Chek Express Code or T-Chek Account).
- Who to call when problems arise.
- Fax number to return your Quick Pay Setup Application (312-980-2612).

Please take a moment now to review this information and keep it close by so you can refer to it often. If you have any feedback about Quick Pay or anything else about CHRW, please send an e-mail to carrier.services@chrobinson.com.



Where to send bills

Every rate confirmation will indicate where the bills should be sent. Email, mail, or priority mail your bills to the location indicated. Addresses are shown below.

Centralized Billing Center

Email:

loaddocs@chrobinson.com (see submission instructions below)

Navisphere® Carrier:

Log in to your Navisphere® Carrier account at www.chrobinson.com/carriers

Mail:

Please refer to your rate confirmation sheet for the correct billing location's mailing address.

Overnights

C.H. Robinson

Attn: Quick Pay Billing Dept.

1515 W. Webster Ave

Chicago, IL 60614-3031

We also offer **Transflo Express, a scanning service** available at Pilots, Love's and Flying J Scan and Go. Call us @ 800-326-9977 for more information on these services or check out our website at: www.navispherecarrier.com.

Preventing Delays in Payment by Improving Paperwork Legibility

Email

CH Robinson now has the capability to receive load related documents via email. To start utilizing this service all you need to do is follow these guidelines:

1. The subject line should contain the CHR Load Number as printed on the Rate Sheet you received for the load.
 - a. Example: Subject: Load #1234567
2. You should send one load set of documents at a time – do NOT combine two or more loads on one email or it may delay paperwork and payment processing.
3. The IMAGES of the documents should be sent as BLACK and WHITE scans in TIF, JPG, or PDF format.



- a. Please include the CH Robinson Rate Sheet with barcode to assist in document processing
 - b. We do NOT accept word document, excel documents, or any other image types at this time.
 - c. Make sure your scans look good prior to emailing.
4. The Message of the email can contain any pertinent information for processing the documents if something about a lumper or POD is unclear. Our billing department will see an image of your email and likely attach that to the load for reference at Navisphere Carriers.
 5. The email address is LoadDocs@CHRobinson.com
 6. Please make sure total attachments size is less than 5MB
- **Images MUST be sent as an attachment, and not in the body of the email**

Navisphere® Carrier

You can now attach load related documents to your loads through your Navisphere® Carrier account. To utilize this feature, please follow these steps:

1. On the My Loads screen, click on the load number of the load you want to upload documents for.
2. Go to the Documents row and click on the "+" symbol
3. Click on the "Add Document" Button.
4. Click on the "Browse" button and choose the file you wish to upload.
5. Click Next.
6. Choose the Document type (some document types may ask for more information).
7. Click Add Document.
8. Click Save.

Transflo

Scanning your paperwork at a Transflo Express® equipped truck stop location is a fast, low cost, and reliable option for delivering your documents to CHRW. Documents delivered via Transflo Express are as good as, and in some cases better than, the original paperwork. Transflo Express is available at all Pilot Travel Centers, Love's Travel Centers, as well as many other independent truck stop locations. For a map of all available locations, please visit <https://viewer.transfloexpress.com/Default.aspx>.

The Process Is Simple:

- Hand the paperwork to the trained cashier who scans the documents for you.
- The images are transmitted to the Transflo Express data center and then immediately delivered electronically to CHRW for processing.



- The cashier will hand you back your original documents along with a confirmation receipt.
- The \$2.50 cost for the service is taken out of the invoice at the time of settlement, so there is no up-front out of pocket expense to you.

If, for some reason, you are unable to access a Transflo Express equipped truck stop, emailing is the next best method for you to send paperwork to us.

When do I get paid?

CHRW receives your complete, legible paperwork—invoices, bills of lading, lumper receipts, etc., within 2 business days (not on Saturday, Sunday, or certain National Holidays), we release payment. ***The release date is the day we give the bank a notice to release the funds, not the day that you receive payment.***

To calculate approximately when funds should be available to you:

- **Estimate when CHRW should receive your complete, legible paperwork to start the 2 business day clock.** Our billing centers are staffed from 7 a.m. until 4 p.m. CST and paperwork is officially received only during those hours. If you mailed your paperwork on Thursday and it arrived at the billing center on Saturday, the 2 business day clock begins Monday at 7 a.m. The clock does not begin during non-business hours or days. However, you must allow the full 2 business days before resubmitting the load paperwork or calling Carrier Services. Please send paperwork one time, unless contacted for additional documents.
- **Estimate when your bank will receive CHRW's funds.** Once CHRW has released the funds to your bank, based on the guidelines above, each bank has their own processing procedure as to when the funds will be available in your account. Please consult with your financial institution for further information regarding electronic deposits.
- **Take into account the payment option you've selected.** If you selected a T-Chek Account or T-Chek Express Code payment option, and the release date is Monday at 5 p.m., your funds will be available sometime Tuesday morning. Please see the bullet point above in regards to EFT payment option.

The easiest way to find out when you'll be paid is to sign up at www.navispherecarrier.com. On our carrier website, you can check payment status, find live loads, and post available equipment. Sign up for this free service now.



Changing your payment option (EFT, T-Chek Express Code, or T-Chek Account)

- To change the status of your account, please send a fax to 312-980-2612 with requested changes. This request needs to come from the contract signer with your company.

Additional Questions?

Our carrier website is a great resource for additional information in regards to Quick Pay and load paperwork. You can find us at: www.navispherecarrier.com. Please refer to the number below for additional questions that you may have. Please give 2 business days to process your paperwork before calling to inquire on the status of your payment.

- **Carrier Services Call Center**
800-326-9977
Hours: 6:30 a.m. – 6:00 p.m. CST, Monday-Friday



T-Number: _____

APPENDIX A

QUICK PAY DISCOUNT AGREEMENT

Quick Pay Discount Program: C.H. Robinson's Quick Pay 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 ("Quick Pay Program").

Terms and Conditions: If you choose to participate in the Quick Pay 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 Quick Pay Program terms and conditions (Terms and Conditions) that relate to and govern Carrier's participation and/or continued participation in the C.H. Robinson Quick Pay 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 Quick Pay 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 Quick Pay Program by filling out and providing to C.H. Robinson a completed Quick Pay Discount Agreement.
3. As of March 20, 2016, the Quick Pay Program and all Carriers' participation in the Quick Pay Program are governed by these Terms and Conditions.
4. By participating in the Quick Pay 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 compensation earned by 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 to 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.



Quick Pay Discount Agreement

7. Instituting payment to Carrier within the Quick Pay Program and the first issuance of processing of the initial Quick Pay 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 Quick Pay Program.
8. C.H. Robinson may determine, in its sole discretion, to provide alternative, lower discounts 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 may provide such lower discount rate to Carrier without providing notice to Carrier as set forth in these Terms and Conditions. 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 Quick Pay Program. For the avoidance of doubt, if Carrier disagrees with any Changes, Carrier may stop its participation in the Quick Pay Program and its receipt of the Quick Pay 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.

Legal Carrier Name

DATE: _____

DBA Name

Signature: _____
(Signature of ONLY the person who authorized the contract)

Printed Name: _____

TITLE: _____
(Owner/Officer of the company)
(EX: "Owner", "President", "Vice President", etc.)

<p>PAYMENT OPTION: (SELECT ONLY ONE OPTION)</p> <p><input type="checkbox"/> PAYMENT VIA T-CHEK EXPRESS CODE</p> <p><input type="checkbox"/> PAYMENT VIA T-CHEK FUEL ACCOUNT</p> <p><input type="checkbox"/> PAYMENT VIA EFT TO A BANK ACCT (Please fill out EFT Form on next Page)</p>

[END OF APPENDIX A]



Electronic Funds Transfer (EFT) Form

United States or Canadian Banks Only (Bank Change Form). Return Fax to us at 312-980-2612. Please print legibly in blue or black ink only.

T# _____

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.

NAME AS IT APPEARS ON BANK ACCOUNT: _____

BANK NAME: _____

CITY: _____ STATE/PROVINCE: _____

ROUTING # (US Banks) or TRANSIT & INSTITUTION # (CAD Banks): _____

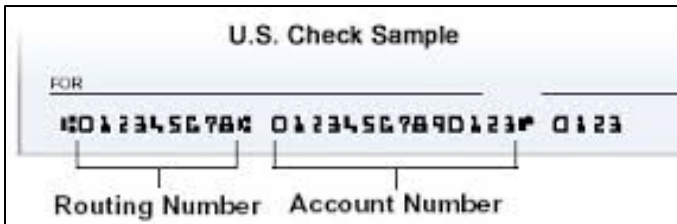
ACCOUNT#: _____

REMITTANCE EMAIL: _____

PRINTED NAME: _____
(ONLY the person who signed the contract)

SIGNATURE: _____
(Signature of ONLY the person who authorized the contract)

U.S. Check Sample:



Canadian Check Sample:

