C.H. Robinson provides carriers with fast and simple paperwork submission options, so you get paid fast. Submit your load paperwork seamlessly using a computer, tablet, or mobile phone app.

1. Navisphere® Carrier Mobile App – Snap an image of your paperwork and submit on the go
2. Navisphere® Carrier Website – Scan and upload on the web
3. LoadDocs – Email paperwork on the go

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

When Should Carriers Submit Load Paperwork?
Submit your Signed BOL and Load paperwork promptly after delivery to ensure timely payment. When paperwork is missing for a delivered load:

- **QuickPay Carriers** will receive a late email notification 24 hours after load delivery to submit missing paperwork
- **Standard Pay Carriers** will receive a late email notification 5 days after load delivery to submit missing paperwork

**Top Tips for Timely Payments**
- Submit completed and signed paperwork within 24 hours following delivery.
- Always submit for every load and stop:
  - ✓ Legible signed Bill of Lading (BOL) signed by the receiver for each stop
- **AND when load-specific paperwork applies:**
  - ✓ Carrier company Invoice (required for Domestic Air, TONU, Intermodal and International)
  - ✓ Unloading/Lumper receipts (Shipper utilizes 3rd party for unloading cargo) e.g., accessorials
  - ✓ Weight Ticket
  - ✓ Proof of Delivery (POD) – deliver 2nd leg of IMDL load

When to Expect Payment
Documents are processed and payments are released based on carrier payment settings:

- **Quick Pay Carriers**: Paperwork is processed, and payment is released within 2 business days from last receipt of required documents. For more information and to sign up please click here.
- **Standard Carriers**: Paperwork is processed, and payment is released 20 days from last receipt of required documents.
- **Factored Carriers**: Paperwork is processed, and payment is released 30 days from last receipt of required documents.

Note: Payment terms can be found by accessing your account in Navisphere Carrier. Paperwork received after 12pm CST will be classified as “received” the following day.
SUBMITTING LEGIBLE PAPERWORK

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

Good Paperwork Example

- Paperwork is too light to read
- Paperwork is too blurry
- Paperwork is too dark
NAVISPHERE CARRIER MOBILE APP STEP-BY-STEP CARRIER-PREFERRED

The Navisphere® Carrier App has been enhanced to not only give you the simplest and fastest method for submitting paperwork to get paid, it also provides you with visibility to see your load payment status all in one place. To access Navisphere Carrier app, click here or scan the QR code using phone.

   - Tap the menu bar on the top left corner 3 bars

2. Loads will appear on your screen.
   - Either ‘Load History’ or ‘Billing Status’ will appear. Tap to submit paperwork

3. Tap on a load. Loads with an exclamation point require paperwork.

4. Submit load paperwork
   - Tap on ‘Submit Missing Document’

5. Take Photo of your documents or Select Photo
   - Tap on Add

6. To submit paperwork, tap Select Photo or Take Photo
Tap on Document Type to identify the document you are submitting.

Tap on Document Type and Stop

Indicate which stop the paperwork applies to

- Upload both sides separately.
- When taking a photo, ensure paperwork is completely visible and legible.

Invalid document -> if document is illegible, re-upload image of document

If invalid document, resubmit document. Either document type not selected correctly or illegible paperwork.

Upload is successful

Repeat until all paperwork is submitted

Repeat until all paperwork is submitted.
NAVISHPHERE CARRIER STEP-BY-STEP CARRIER-PREFERRED

Navisphere® Carrier has been enhanced to not only give you the simplest and fastest method for submitting paperwork to get paid, it also provides you with visibility to see your load payment status all in one place. To access Navisphere Carrier, log into http://www.navispherecarrier.com

**Step 1:** Access loads at the top of the screen, click on My Loads | **My Loads**

![Click on My Loads](image)

![Click on Modify Search to expand list of loads](image)

**Step 2:** Find the load # to submit paperwork: type load # or use the date range to search, and click Search

![Search for Load # by using a date range](image)

**Tip:** Ensure “All Statuses” load status is selected

Or type Load #, found on C.H. Robinson Contract Addendum and Carrier Load Confirmation

![Click Search](image)
Step 3: Select your load # to submit paperwork

Step 4: The Load Details screen will appear. Click Upload Document to upload your paperwork
Step 5: Click 'Document Type' dropdown for the type of document you will upload. Then click 'Stop' dropdown, if multiple stops apply. Click upload. Using the rate sheet as your guide to required paperwork, **Repeat** until all required documents have been uploaded.

- **In dropdown, click on document type**

- **If more than one stop applies, select Stop**

- **Click Upload**

- **Repeat until all paperwork is submitted.**
LOADDOWCS CARRIER-PREFERRED
Simply email your scanned documents one load at a time.

LoadDocs is best for carriers when you:
1. Submit one load’s paperwork at a time
2. Always include one load # in the Subject line e.g., 343885595 (9 digits)
3. Attach all required paperwork for the load and ensure it’s legible

Tips:
C.H. Robinson processes 100 million documents annually! When the above three steps are not followed, you are at risk of payment and processing delay. Below are helpful tips to ensure you are paid timely and reduce rework re-submitting load paperwork. Make sure you are using L.O.A.D. every time you submit your paperwork.

✓ Legible - Ensure your scans look good prior to emailing and are less than 5MB per document.
✓ One Load # - Always include one load # in the email subject line e.g., 343885595
✓ Attachments - Must be sent in TIF, JPG, or PDF format. Word and excel are not supported document types.
   ○ **Images must be sent as an attachment, and not in the body of the email**
✓ Delivered – Submit your paperwork as soon as your load is delivered. Include all required paperwork and include the CH Robinson Rate Sheet with barcode to assist in document processing.
FREQUENTLY ASKED QUESTIONS

Q: How do I check my payment status?
   A: Please contact Carrier Services at (800) 326-9977, option #1. Key T# and load# using your touchpad. The automated voice response will provide remaining required paperwork that is either missing or needs to be resubmitted.

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 settings:
   ▪ Quick Pay Carriers: Paperwork is processed, and payment is released within 2 business days from receipt of required documents. For more information and to sign up please click here.
   ▪ Standard Carriers: Paperwork is processed, and payment is released 20 days from receipt of required documents.
   ▪ Factored Carriers: Paperwork is processed, and payment is released 30 days from receipt of required documents.
     ▪ Find payment information 24/7 @ http://www.navispherecarrier.com/ via the Accounts Receivable Tab

Q: What paperwork should I send?
   A: Always submit paperwork for every load and stop:
     ✓ Legible Signed Bill of Lading (BOL) signed by the receiver for each stop
     AND load-specific paperwork to submit:
     ✓ Carrier company Invoice (required for Domestic Air, TONU, Intermodal and International)
     ✓ Unloading/Lumper receipts (Shipper utilizes 3rd party for unloading cargo) e.g., accessorials
     ✓ Weight Ticket
     ✓ Proof of Delivery (POD) – deliver 2nd leg of IMDL load

Q: Will my paperwork be processed on weekends or holidays?
   A: Accounts Payable is closed on weekends and holidays.

Q: How do I update my contact or banking information?
   A: Please contact Carrier Services at (800) 326-9977, option #3.

Q: How can I address loads that are past due? (non-payment on loads that have exceeded payment due date, based on receipt of completed paperwork)
   A: ONLINE: http://www.navispherecarrier.com/

   PHONE: (800) 326-9977, option #1

   EMAIL Options:
   ▪ NAST CBPayables@chrobinson.com
   ▪ International InternationalPayables@chrobinson.com
   ▪ Intermodal IMDLDrayPastDues@chrobinson.com
   ▪ Domestic Air DomesticAirPayables@chrobinson.com
   ▪ Port Services PortServicesPayables@chrobinson.com