

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, tablet, or mobile phone app.

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

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

When to Expect Payment

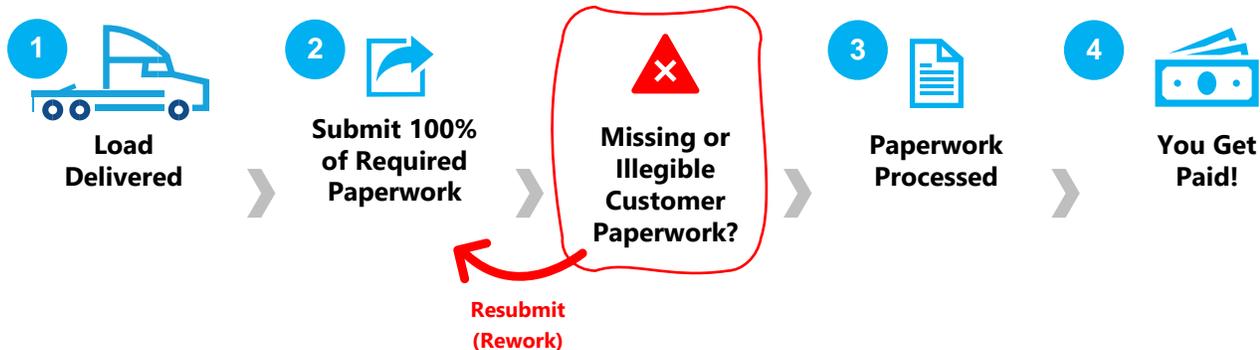
Documents are processed and payments are released based on carrier payment settings:

- **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.

How Carriers Get Paid

(From load delivery to payment)



Top 3 Tips for Timely Payments

- **Submit completed and signed paperwork immediately** following delivery.
- **Always submit this paperwork** for every load and stop
 - ✓ Signed Bill of Lading (BOL) with receiver signature for each stop
 - ✓ Invoice (required for Domestic Air, TONU, Intermodal and International)

As needed, submit this paperwork.

- Unloading/Lumper receipts (Shipper utilizes 3rd party for unloading cargo) e.g., accessories
 - Proof of Delivery (POD) – deliver 2nd leg of IMDL load
 - Weight Ticket
 - Air Way Bill
- 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 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.



Begin in the Navisphere Carrier Mobile App.

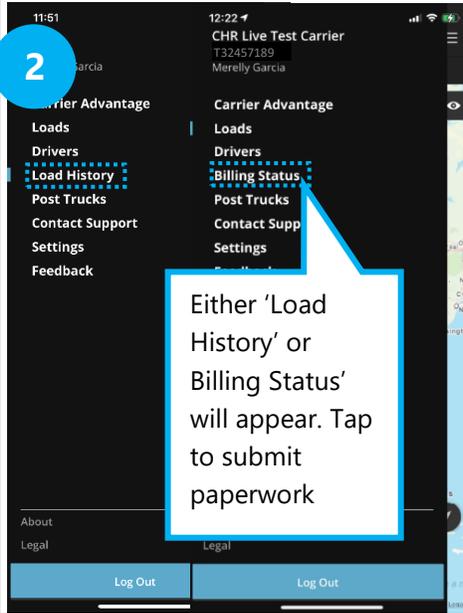
1

Tap the menu bar on the top left corner 3 bars



2

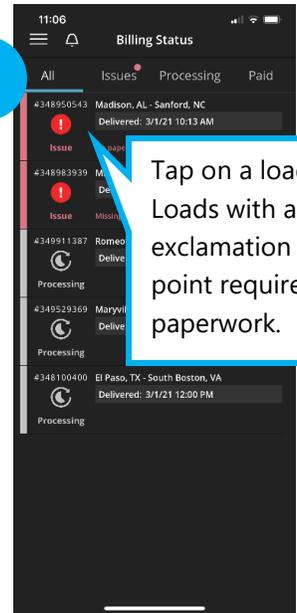
Either 'Load History' or 'Billing Status' will appear. Tap to submit paperwork



Loads will appear on your screen.

3

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



Submit load paperwork

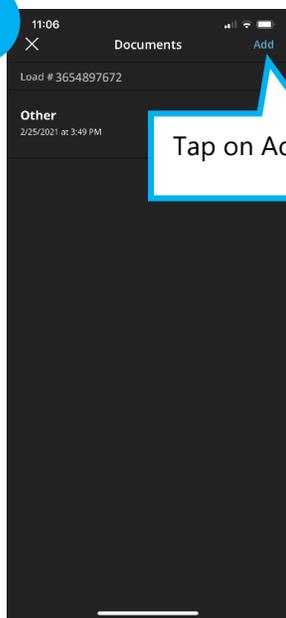
4

Tap on 'Submit Missing Document'



5

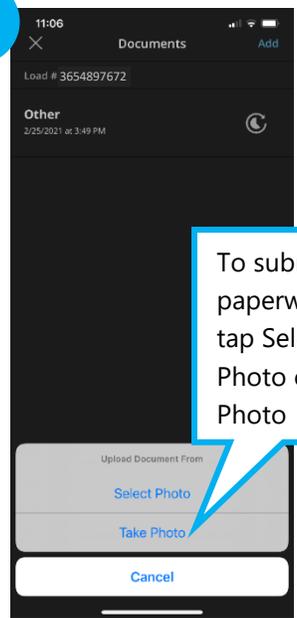
Tap on Add



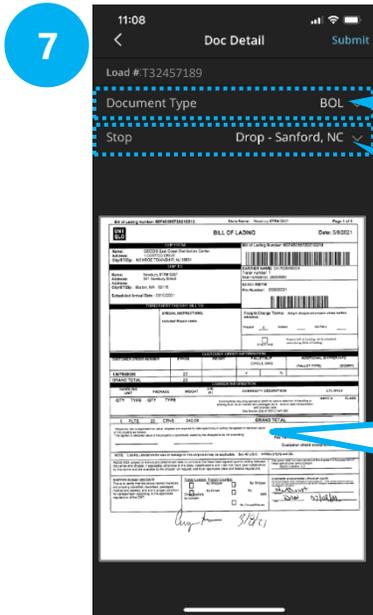
6

Take Photo of your documents or Select Photo

To submit paperwork, tap Select Photo or Take Photo



Tap on Document Type and Stop

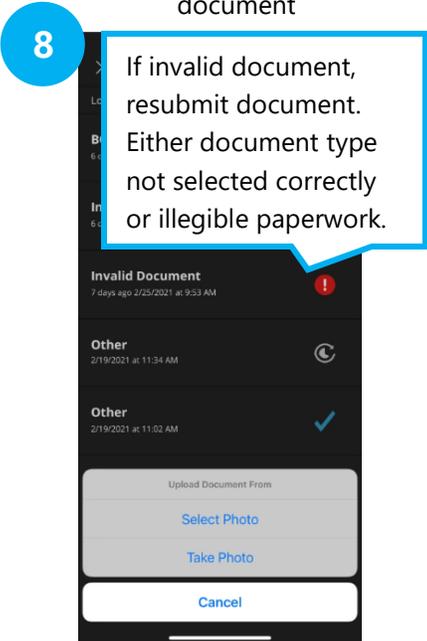


Tap on Document Type to identify the document you are submitting.

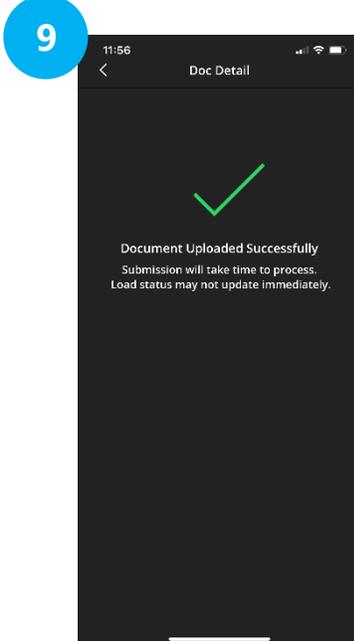
Indicate which stop the paperwork applies to

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

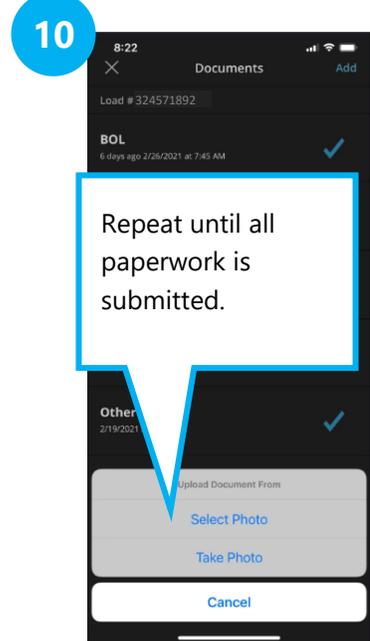
Invalid document -> if document is illegible, re-upload image of document



Upload is successful



Repeat until all paperwork is submitted



NAVISPHERE 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

Click on Modify Search to expand list of loads

Load #	Status	Driver	Trailer #	Origin	Pick Up	Destination	Delivery Date	Pick Up #	Delivery #	Reference #	Pro #	Bill To Ref #	Book Type	Carrier ID
350151806	Booked	Assign Driver	Assign Trailer	Cereal Ingredients LEAVENWORTH, KS US	3/8/2021	Herbolife Mfg. East WINSTON SALEM, NC US	3/11/2021	5030152-1,2,3	5030152-1,2,3	View	—	5030152-1,2,3	TL	T4487216
350302461	Booked	Assign Driver	Assign Trailer	Honeywell INTELLIGRATED (Phoenix) Phoenix, AZ US	3/9/2021	Amazon Suffolk c/o Intelligrated Suffolk, VA US	3/15/2021	350302461	M-19-00076	View	—	M-19-00076	TL	T4487216

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

Tip: Ensure "All Statuses" load status is selected

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

Click Search

Load #	Status	Driver	Trailer #	Origin	Pick Up	Destination	Delivery Date	Pick Up #	Delivery #	Reference #	Pro #	Bill To Ref #	Book Type	Carrier ID
350151806	Booked	Assign Driver	Assign Trailer	Cereal Ingredients LEAVENWORTH, KS US	3/8/2021	Herbolife Mfg. East WINSTON SALEM, NC US	3/11/2021	5030152-1,2,3	5030152-1,2,3	View	—	5030152-1,2,3	TL	T4487216
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Step 3: Select your load # to submit paperwork

My Loads

03/07/2021 - 04/08/2021 Load Filter: CHRW & TMC Status: All Statuses

Date Range: 3/7/2021 - 4/8/2021

Pickup To: 4/8/2021

Location: Country: Select City: []

Drop From: mm/dd/yyyy Drop To: mm/dd/yyyy

Country: Select City: []

Filters: Load Filter: CHRW & TMC Load Status: All Statuses

Reference Search: Reference #: [] Load Number: []

Locations: Select all

Clear Search

Load #	Status	Driver	Trailer #	Origin	Pick Up	Destination	Delivery Date	Pick Up #	Delivery #	Reference #	Pro #	Bill To Ref #	Book Type	Carrier ID
350151806	Bo			PHOENIX, AZ, US	3/8/2021	Herolite Mfg. East WINSTON SALEM, NC US	3/11/2021	5030152-1,2,3	5030152-1,2,3	View	-	5030152-1,2,3	TL	T4487216
350302461	Bo			PHOENIX, AZ, US	3/9/2021	Amazon Suffolk c/o Integrated Suffolk, VA US	3/15/2021	350302461	M-19-00076	View	-	M-19-00076	TL	T4487216

Page 1 of 1

Step 4: The Load Details screen will appear. Click Upload Document to upload your paperwork

Load Overview - Navisphere® Carrier - Google Chrome

navispherecarrier.com/load-details/343544825?bookType=TL&carrierCode=T4487216

Load Number: 3245718925 Feedback Print All

WINONA, MN, US - LYNCHBURG, VA, US

- Check In
- In-Transit Check Call
- Pickup: Bay State Milling
- Drop Off: Flowers Baking Co.

Documents

Load Documents	Created Date	Document Number	Document Type	Status
Download	2/10/2021 7:19 AM	982915991	BOL	Complete
Download	2/10/2021 7:19 AM	982915989	Other (OTHER)	Complete
Download	2/3/2021 12:59 PM	981256986	Rate Confirmation	Unknown
Download	2/10/2021 7:19 AM	982915990	Invoice	Complete

Adobe Acrobat Reader is required to view some documents.

Attach Documents

Add Document Click Add Document

Financials



C.H. Robinson Carrier Payments Guide

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

Document Type
Select
Accessorial
BOL
Invoice
Lumper
POD
Weight Ticket
Other
Odometer
Air Way Bill

Upload Document

Cancel Upload

Load Documents

Download	1/20/2021 6:33 AM	975379526	BOL	Complete
Download	1/20/2021 6:33 AM	975379524	Other (OTHER)	Complete
Download	1/20/2021 6:33 AM	975379525	Invoice	Complete
Download	1/14/2021 3:31 PM	974388393	Rate Confirmation	Unknown

Attach Documents

Add Document

*15 megabyte limit per document. For best results upload your documents in TIF format. PDF and JPG are accepted but chances for low quality scans are likely and delayed processing is possible.

If more than one stop applies, select Stop

Click Upload

Repeat until all paperwork is submitted.

Upload Document

Document Type: Select

Stop

- None
- P-Owens Corning
- D-Prime Energy Group #562

Cancel Upload

Load Documents

Download	1/20/2021 6:33 AM	975379526	BOL	Complete
Download	1/20/2021 6:33 AM	975379524	Other (OTHER)	Complete
Download	1/20/2021 6:33 AM	975379525	Invoice	Complete
Download	1/14/2021 3:31 PM	974388393	Rate Confirmation	Unknown

Attach Documents

Add Document

*15 megabyte limit per document. For best results upload your documents in TIF format. PDF and JPG are accepted but chances for low quality scans are likely and delayed processing is possible.



LOADDOCS 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

The screenshot shows an email composition interface with the following details:

- To:** LoadDocs@chrobinson.com (Callout 1: Open your favorite email program. In the To line: type LoadDocs@chrobinson.com)
- Subject:** 343885595 (Callout 2: The Subject line must contain one C.H. Robinson Load Number as printed on the 'C.H. Robinson Contract Addendum and Load Confirmation' you received for the load. **Important:** Without the load number, paperwork will need to be resubmitted.)
- Attachments:** Signed_BOL.pdf (91 KB), Accessorial.pdf (91 KB), Invoice.pdf (91 KB), Lumper.pdf (91 KB), POD.pdf (91 KB), Rate_Sheet.pdf (91 KB) (Callout 3: Attach all your documents for the load indicated on the Subject line. **Important:** Ensure attachments are legible and in the required TIF, JPG, or PDF format or they will need to be resubmitted. Images of documents pasted into the body of the email will not be accepted and will have to be resubmitted as attachments.)

Note: Image provides multiple examples of customer paperwork attachments. Naming files is not required. One PDF can contain all files in a single attachment. One load per email.

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: 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: Submit completed and signed paperwork immediately following completion/delivery.

- ✓ Signed Bill of Lading (BOL) with receiver signature
- ✓ Invoice (required for Domestic Air, TONU, Intermodal and International)

Submit the following documents, if applicable:

- ✓ Unloading/Lumper receipts (Shipper utilizes 3rd party for unloading cargo) i.e., accessorials
- ✓ Proof of Delivery (POD) – deliver 2nd leg of IMDL load
- ✓ Weight Ticket
- ✓ Air Way Bill

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

