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., accessorials
- 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

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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 on Document Type and Stop







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

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

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H. ROBINSON ACCELERATE YOUR ADVANTAGE

Step 3: Select your load # to submit paperwork

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

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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

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LOADDOCS CARRIER-PREFERRED

Simply email your scanned documents one load at a time.

LoadDocs is best for carriers when you:

- 1. Submit <u>one</u> load's paperwork at a time
- 2. Always include one load # in the Subject line e.g. 343885595 (9 digits)
- 3. <u>Attach all required paperwork for the load and ensure it's legible</u>



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** 0
- 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 <u>here</u>.
- **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 @ <u>http://www.navispherecarrier.com/</u> 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 <u>CBPayables@chrobinson.com</u> International InternationalPayables@chrobinson.com Intermodal IMDLDrayPastDues@chrobinson.com Domestic Air <u>DomesticAirPayables@chrobinson.com</u> Port Services <u>PortServicesPayables@chrobinson.com</u>

