

ELECTRONIC FREIGHT PAYMENT QUICK REFERENCE GUIDE

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Introduction

Welcome to the Electronic Freight Payment online tool! Use the tool to **quickly and easily review your pull information and then approve it for payment**. With Electronic Freight Payment you no longer have to send XPO Logistics a paper invoice, so you significantly reduce your receivables cycle.

To Get Started

1. Access the **Subservice Carriers** site at <https://subservice.xpo.com>.
2. On the **Carrier Tools** drop-down list, click **Invoicing/Payment**.
3. Click **Go**.

The **List Invoices** screen appears.

Viewing Your Invoices

The **List Invoices** screen displays all your pulls for XPO Logistics —those that have been approved and those pending approval (after April 12, 2004), which include disputed pulls, canceled pulls waiting for approval, and adjusted pulls. If you don't see the pull information you need, you can also inquire about missing pulls from this screen.

The default view displays all invoices that are pending approval. You can view other invoices in the approval process by using the radio buttons in the **Filter Pulls** section of the screen. Use the **From** and **To** text boxes to view approved invoices or all invoices for specific dates.

- To view all invoices **Pending Approval** or all **In Dispute**, click the appropriate radio button.
- To view all **Approved** invoices or **All Invoices** during a specific time period, click the appropriate radio button, type a date range (in *mm/dd/yy* format), and then click **GO**. All invoices with a **Delivered/Cancelled** date in the specified range appear on the list.

List TRUK Invoices									
Click on the booking number to open the invoice... from there you can approve or dispute it.									
Can't find one of your booking numbers? Click here to inquire about a missing pull.									
Filter Pulls									
<input type="radio"/> Pending Approval <input type="radio"/> In Dispute <input type="radio"/> Approved <input checked="" type="radio"/> All Invoices From <input type="text" value="2/16/04"/> To <input type="text" value="3/16/04"/> <input type="button" value="GO"/>									
All Invoices									
Booking#	Carrier Reference#	Delivered / Cancelled	Origin	Destination	Stop Off	Final Charges	Status	On	By
32146565		2/26/2004 14:00	HENDERSON, CO UDV 80640	ATLANTA, GA NAT 30354			CARRIER DISPUTED	3/10/2004 10:00	cjtruckman
46554654		3/1/2004 12:00	HENDERSON, CO UDV 80640	ABILENE, TX LAB 79601			CANCELED/WAITING FOR APPROVAL		

List TRUK Invoices

Click on the booking number to open the invoice... from there you can approve or dispute it.
 Can't find one of your booking numbers? [Click here to inquire about a missing pull.](#)

Filter Pulls

Pending Approval
 In Dispute
 Approved
 All Invoices
 From To

All Invoices

Booking#	Carrier Reference#	Delivered / Cancelled	Origin	Destination	Stop Off	Final Charges	Status	On	By
555		2/26/2004 14:00	HENDERSON, CO UDV 80640	ATLANTA, GA NAT 30354			CARRIER DISPUTED	3/10/2004 10:00	cjtruckman
654		3/1/2004 12:00	HENDERSON, CO UDV 80640	ABILENE, TX LAB 79601			CANCELED/WAITING FOR APPROVAL		
54621387		2/27/2004 04:00	ABILENE, TX LAB 79601	BLYTHE, CA UBY 92225		0.00	APPROVED	3/16/2004 14:07	svanwinkle
54687916		2/26/2004 15:00	SACRAMENTO, CA USA 95823	NEW COLUMBIA, PA XMI 17856	ABILENE, TX LAB 79601		CARRIER DISPUTED	3/11/2004 15:51	svanwinkle
55556886		2/26/2004 13:00	FONTANA, CA USB 92337	HENDERSON, CO UDV 80640			WAITING FOR CARRIER APPROVAL		
78946512		2/26/2004 08:00	ABILENE, TX LAB 79601	BLYTHE, CA UBY 92225			CARRIER DISPUTED	3/10/2004 11:00	cjtruckman
78961324	89223489093	2/26/2004 15:00	AURORA, IL XAU 60504	SANTA FE SPRINGS, CA ULA 90670			WAITING FOR CARRIER APPROVAL		
78965478	89223489021	2/26/2004 15:00	BESSEMER, AL NBM 35022	ATLANTA, GA NAT 30354	SANTA FE SPRINGS, CA ULA 90670	5645.59	APPROVED	3/10/2004 13:00	cjtruckman

To view missing pulls, click here.

To sort pulls, click the Ascending (▲) or Descending (▼) sort icons in column headers.

To view a pull record's details, click the Booking # of a pull. A screen where you can view more information on the pull and approve the invoice for payment appears.

Approval Section

Pull Details

Approve Invoice for Payment

Carrier Reference # (Optional)

Total Invoice Amount # (Required. Enter the total invoice amount due for this pull.)

Pull Detail for Booking #78961324

Back Click here to dispute any of the pull record detail displayed below.

TRUCKMAN FREIGHT SERVICES SCAC: TRUK

Shipper: AURORA (AUS) 12881 LAUREL ROAD SANTA FE SPRINGS, CA 96020

Stop Off: LOS ANGELES (ULA)

Commodity: 12881 LAUREL ROAD SANTA FE SPRINGS, CA 96020

Date Shipped: 2/26/04 13:00	Date Arrived: 2/26/04 15:00	Date Invoiced: 3/10/04 13:00	Carrier Ref: 89223489093
Booking #: 78961324	Trailers: 86424	Load Enhancements: 3/1/04 /	
Total Miles: 198	Blts: 10	Weight: 5000	

Pull Invoice Comments:

Internal User Only
 CODE: N Apply PFC: Y
 PART: 4252 Apply VLS
 Type: N

See To dispute pull record details later in the reference guide for more information.

Following are what you might find in the **Status** column and what they mean:

Waiting for Carrier Approval

An invoice is pending payment until you approve it. The amount you submit for approval must match XPO Logistics records. Otherwise, you can dispute it and the status changes to **Carrier Disputed**. If both records match, the status changes to **Approved**.

Canceled/Waiting for Approval

An invoice on a canceled shipment is pending payment until you approve it. The amount you submit for approval must match XPO Logistics records. Otherwise, you can dispute it and the status changes to **Carrier Disputed**. If both records match, the status changes to **Approved**.

Carrier Disputed

An invoice is pending payment because the amount owed that you submitted for approval does not match XPO Logistics records. XPO Logistics Accounts Payable will contact you and review the records and amount in dispute. After this review and you come to an agreement on what the invoice amount is, the Electronic Freight Payment status for the pull in dispute changes to **Adjusted**.

Adjusted

An invoice is pending payment because you must approve the agreed upon invoice amount in the Electronic Freight Payment application. When you type the agreed upon amount and submit it, your concurrence to the invoice amount is recorded as part of the booking number history, and the Electronic Freight Payment status for the pull in dispute changes to **Approved**.

Approved

The invoice amount you submitted matches XPO Logistics records and the invoice payment will be or has already been processed by XPO Logistics Accounts Payable.

To inquire about missing invoices

Pull Inquiry form appears.

- 1 On the **List Invoices** screen, click the link that instructs you to start an inquiry— [Click here to inquire about a missing pull](#). The **Missing Pull Inquiry** form appears.

List TRUK Invoices

Click on the booking number to open the invoice... from there you can approve or dispute it.
 Can't find one of your booking numbers? [Click here to inquire about a missing pull](#).

Filter Pulls

Pending Approval In Dispute Approved All Invoices From 2/16/04 To 3/16/04

All Invoices

Booking# ▲▼	Carrier Reference#	Delivered / Cancelled ▲▼	Origin ▲▼	Destination ▲▼	Stop Off	Final Charges	Status	On	By
32146585		2/26/2004 14:00	HENDERSON, CO UDV 80640	ATLANTA, GA NAT 30354			CARRIER DISPUTED	3/10/2004 10:00	cjtruckman

2 On the **Missing Pull Inquiry** form, type the information requested in the text boxes. You **must** fill in all text boxes (only the message box is optional). You can change contact information, including the name, phone number, and e-mail address.

The screenshot shows a web form titled "Missing Pull Inquiry". The form contains the following fields:

User ID:	svanwinkle
Contact Name:	scott van winkle
Phone #:	450-6069
E-mail Address:	vanwinkle.scott@con-way.com
Missing Booking #:	xxxxxxxx
Trailer Number:	yyy (if more than 1 trailer, list all)
Origin:	City, State
Destination:	City, State
Date Picked Up:	2/1/04 (use forward slashes)
Date Delivered:	2/10/04 (use forward slashes)

Below the form is a text area for additional information with the prompt "Please enter any other information you'd like to add:" and an example: "Stop-offs: Denver, CO; Chicago, Illinois". At the bottom are "Send" and "Cancel" buttons.

Annotations in red:

- A bracket on the right side of the form groups the Contact Name, Phone #, and E-mail Address fields with the text "You can change this information."
- A bracket on the right side groups the Missing Booking #, Trailer Number, Origin, Destination, Date Picked Up, and Date Delivered fields with the text "Optional (See example)".
- A red arrow points from the top of the page to the form with the text "All these text boxes require information."
- A yellow box at the bottom left contains the text "3 Click Send." with a red arrow pointing to the "Send" button.

If you leave any text box blank when you click **Send**, the tool prompts you to include that information.

The screenshot shows a message box titled "Missing Pull Inquiry" with the text "The request could not be processed because:" followed by a bulleted list of requirements:

- Booking number required
- Trailer required
- Delivery date required
- Pickup date required

XPO Logistics acknowledges receipt of your missing pull notification with this message.

The screenshot shows a "Microsoft Internet Explorer" window with a yellow warning icon and the text: "Thank you. Our Accounts Payable department has been notified. One of our representatives will be in contact with you." Below the text is an "OK" button.

Approving or Disputing Your Invoices

Online invoice approval facilitates the payment process. You can view pull details and approve or dispute the invoice from one screen.

To approve an invoice

- 1 From the **List Invoices** screen, click the **Booking #** of the pull.
A dual-purpose screen appears. The top section is for approvals; the bottom, for viewing pull details.

List GORK Invoices

Click on the booking number to open the invoice... from there you can approve or dispute it.
Can't find one of your booking numbers? [Click here to inquire about a missing pull.](#)

Filter Pulls

Pending Approval In Dispute Approved All Invoices From 2/16/04 To 3/16/04

Booking#	Carrier Reference#	Delivered / Cancelled	Origin	Destination	Stop Off	Final Charges	Status	On	By
32146565		2/26/2004 14.00	HENDERSON, CO UDV 80640	ATLANTA, GA NAT 30354			CARRIER DISPUTED	3/10/2004 10.00	ctruckman
46554654		3/1/2004 12.00	HENDERSON, CO UDV 80640	ABILENE, TX LAB 79601			CANCELED/WAITING FOR APPROVAL		
54621387		2/27/2004 04.00	ABILENE, TX LAB 79601	BLYTHE, CA UBY 92225		0.00	APPROVED	3/16/2004 14.07	svanwinkle
54687916		2/26/2004 15.00	SACRAMENTO, CA USA 95823	NEW COLUMBIA, PA XMI 17856	ABILENE, TX LAB 79601		CARRIER DISPUTED	3/11/2004 15.51	svanwinkle
55556666		2/26/2004 13.00	FONTANA, CA USB 92337	HENDERSON, CO UDV 80640			WAITING FOR CARRIER APPROVAL		
78946512		2/26/2004 08.00	ABILENE, TX LAB 79601	BLYTHE, CA UBY 92225			CARRIER DISPUTED	3/10/2004 11.00	ctruckman
78961324	89223489089	2/26/2004 15.00	AURORA, IL XAU 60504	SANTA FE SPRINGS, CA ULA 90670			WAITING FOR CARRIER APPROVAL		

- 2 In the **Total Invoice Amount #** text box, type the amount due indicated in your records. Type 0 (zero) for a canceled shipment, if there are no cancellation fees.

Approve Invoice for Payment

Carrier Reference # (Optional)

Total Invoice Amount # (Required... Enter the total invoice amount due for this pull.)

Pull Detail for Booking #78961324

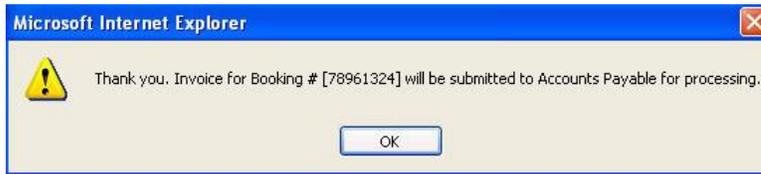
record detail displayed below.

N FREIGHT SERVICES		SCAC:TRUK	
Stop Off:		Consignee:	
ROUTE 30		LOS ANGELES (ULA)	
4		12903 LAKELAND ROAD	
		SANTA FE SPRINGS, CA	
		90670	
Shipped:	Date Arrived:	Date Invoiced:	Carrier Invt:
2/26/2004 12:00	2/26/2004 15:00	3/10/2004 13:00	59000
Booking #:	Trailers:	Load Release(s):	
78961324	654424	3212321 /	
Total Miles:	Bills:	Weight:	
1969	100	50000	
Pull Invoice Comments:			
<i>Internal User Only</i>			
COBZ: N	Apply FSC: Y		
Pull ID: 42757	Apply VIA:		
Type: N			

The **Carrier Reference #** (optional) can be an identifier you use for your internal records.

- 3 Click **Submit**.

If the amount you submit for payment matches the amount on file, the invoice is submitted to Accounts Payable and the pull record's status changes to *Approved*.



If the amount you submit for approval does *not* match the amount in XPO Logistics records, the following dialog box appears and you can dispute the charges.



To dispute an invoice amount

1 Click **Dispute charges**.



The **Dispute Pull Detail** dialog box appears.

- The message text box is pre-populated and includes the disputed amount.
- You can modify this message, as well as the contact information. However, changes you make to contact information in this dialog box are not saved in your carrier profile. To change the default contact information, call the XPO Logistics Linehaul office and request those changes in your carrier profile.

Dispute Pull Detail

Booking #: 87999898
User ID: svanwinkle
Contact Name: scott van winkle
Phone #: 450-6069
E-mail: vanwinkle.scott@con-way.com

Please explain your reason for disputing this pull:
TRUCKMAN FREIGHT SERVICES' records indicate the amount due for Booking #87999898 is 1200. Please check your records and respond to us at your earliest convenience.
scott van winkle

2 Click **Send** to notify XPO Logistics Accounts Payable.

You can change this information.

All these text boxes require information.

Send Cancel

Sending the information to Accounts Payable changes the pull's status from *Waiting for Carrier Approval* to *Carrier Disputed*, and does not appear in the Pending Approval list until the issue is resolved.

To dispute pull record details

- 1 On the **List Invoices** screen, click the **Booking#** of the pull for which you want to view details. A screen where you can view more information on the pull and approve the invoice for payment appears.

List GORK Invoices									
Click on the booking number to open the invoice... from there you can approve or dispute it.									
Can't find one of your booking numbers? Click here to inquire about a missing pull.									
Filter Pulls									
<input type="radio"/> Pending Approval <input type="radio"/> In Dispute		<input type="radio"/> Approved <input checked="" type="radio"/> All Invoices		From 2/16/04		To 3/16/04		GO	
All Invoices									
Booking#	Carrier Reference#	Delivered / Cancelled	Origin	Destination	Stop Off	Final Charges	Status	On	By
32146566		2/26/2004 14:00	HENDERSON, CO UDV 80640	ATLANTA, GA NAT 30354			CARRIER DISPUTED	3/10/2004 10:00	cjtruckman
46554654		3/1/2004 12:00	HENDERSON, CO UDV 80640	ABILENE, TX LAB 79601			CANCELED/WAITING FOR APPROVAL		
54621387		2/27/2004 04:00	ABILENE, TX LAB 79601	BLYTHE, CA UBY 92225		0.00	APPROVED	3/16/2004 14:07	svanwinkle
54687916		2/26/2004 15:00	SACRAMENTO, CA USA 95823	NEW COLUMBIA, PA XMI 17856	ABILENE, TX LAB 79601		CARRIER DISPUTED	3/11/2004 15:51	svanwinkle
55556666		2/26/2004 13:00	FONTANA, CA USB 92337	HENDERSON, CO UDV 80640			WAITING FOR CARRIER APPROVAL		
78946512		2/26/2004 08:00	ABILENE, TX LAB 79601	BLYTHE, CA UBY 92225			CARRIER DISPUTED	3/10/2004 11:00	cjtruckman
78961324	89223489093	2/26/2004 15:00	AURORA, IL XAU 60504	SANTA FE SPRINGS, CA ULA 90670			WAITING FOR CARRIER APPROVAL		

- 2 Review the information and click the hyperlink in the **Pull Details** section, to dispute any information. The **Dispute Pull Detail** dialog box appears.

Approve Invoice for Payment

Carrier Reference # (Optional)

Total Invoice Amount# (Required... Enter the total invoice amount due for this pull.)

Pull Detail for Booking #78961324

[Back](#) Click [here](#) to dispute any of the pull record detail displayed below.

TRUCKMAN FREIGHT SERVICES
SCAC : TRUK

Shipper:
AURORA (XAU)
26 BUSINESS ROUTE 30
AURORA, IL 60504

Stop Off:

Consignee:
LOS ANGELES (ULA)
12903 LAKELAND ROAD
SANTA FE SPRINGS, CA
90670

Date Shipped:
2/26/2004 12:00

Date Arrived:
2/26/2004 15:00

Date Invoiced:
3/10/2004 13:00

Carrier Inv#:

Booking #:
78961324

Trailers:
654424

Load Release(s):
3212321 /

Total Miles:
1969

Bills:
100

Weight:
50000

Pull Invoice Comments:

Internal User Only
COBZ: N Apply FSC: Y
Pull ID: 42757 Apply VIA:
Type: N

Approval Section

Pull Details

- 3 Include in the message box all disputed information. You can also change contact information. However, changes you make to contact information in this dialog box are not saved in your carrier profile. To change the default contact information, call the XPO Logistics Linehaul office and request those changes in your carrier profile.

Dispute Pull Detail

Booking #: 54687916
User ID: svanwinkle
Contact Name:
Phone #:
E-mail:
Please explain your reason for disputing this pull:

4 Click **Send** to notify XPO Logistics Accounts Payable.

You can change this information.

All these text boxes require information.