

Sample Epay Manager Office Memo

Please be aware that our accounts payable system and procedures will change for all transactions created after **DATE**. No other form of payment will be made on transactions created after this date, unless other arrangements are approved by **COMPANY REPRESENTATIVE**.

After this date, all freight payables will be processed electronically through Epay Manager and carriers will no longer be required to mail invoices or proof of delivery documents to our office. Instead, all invoices and proof of delivery documents will be created, reviewed and approved online. We believe this system will be of great benefit to our company, because it will reduce our processing time and costs and will contribute to the success of our company.

Our carriers will benefit by having faster payment options (at our election), fewer processing days, direct deposit of funds and a complete view of the transaction through the payment cycle. Epay will allow us to reduce a carrier's cost to process an invoice, reduce the turnaround time for invoices and provide additional payment options to our carriers. Flexible payment terms and direct deposit are tools that can be utilized to induce a carrier to haul for our company, as an alternative to increasing a carrier's rate.

There are some important rules and procedures that everyone needs to be aware of. The objective of Epay is to reduce our processing costs and at the same time make it more convenient and less costly for our carriers to receive settlement.

Educating carriers about our billing procedures is the key to a successful implementation. If a carrier is unaware of our procedures, they will be more likely to send a traditional invoice and/or ignore the electronic invoice on their Epay list. To prevent this from occurring, all new carriers must sign and return the A/P procedures contract prior to hauling a shipment. Furthermore, a reminder of the carrier's requirements must be included on every rate agreement.

Carriers will be required to register for Epay Manager. When the carrier registers, the user should check the box next to our company's name to be added to our payee list. The carrier must be activated on the payee list before any transaction can be exported to Epay. If custom preferences are necessary, please modify the payee profile before activating the carrier.

All transactions should be reviewed and approved for export to Epay within **XX** hours of delivery. A transaction cannot be created in Epay Manager until the payee has registered. Any carrier that has not completed Epay registration within **XX** days of delivery should be contacted and reminded of the registration requirement. A notification email will be sent to our billing contacts after the carrier completes registration.

For invoices that require a proof of delivery, the POD must be faxed to Epay within **XX** days of delivery. If a carrier fails to comply, they should be contacted and reminded of the POD requirement. In these instances, a carrier will not be permitted to submit an invoice without a POD attached.

If a carrier has failed to submit an electronic invoice after **XX** days, the carrier should be sent an additional reminder of their requirement using the Add Note feature in Epay. This feature sends an email to the carrier's billing contact and records the note in the audit trail for historical purposes. If a carrier is unresponsive, the carrier's A/R department should be contacted and the details of the conversation should be recorded in the audit trail using the Add Note feature.

Invoices are automatically scheduled for payment based on the terms selected by the carrier and are calculated from the date the carrier electronically sent the invoice. The payment date displayed on the invoice is the date funds are debited from our bank account. The carrier's account should be credited on the following business date.

The following is a summary of our company's accounts payable procedures, and includes talking points to stress the benefits of Epay Manager to our carriers.

Summary of Procedures

- A company representative verbally explains the requirements and benefits of Epay Manager
- Carrier signs and returns A/P procedures contract
- Carrier registers for Epay Manager and chooses to notify our company
- Carrier is reminded of registration requirement if it isn't completed **XX** hours after delivery
- Our company activates the carrier on the payee list after making any changes to their profile
- Transaction is reviewed and prepared for export to Epay within **XX** hours of delivery
- POD must be submitted to Epay within **XX** days of delivery
- All notes and reminders should be sent through Epay's Add Note feature

Talking Points

- Epay removes 6-10 days of mail time for the carrier (3-5 to mail the invoice, 3-5 to mail the check, plus additional time to prepare a deposit and clear funds).
- Flexible payment terms allow the carrier to accelerate receivables if and when it's necessary, without affecting other invoices.
- Electronic invoicing saves the carrier up to \$10-15 per invoice, since the majority of their processing and collection costs are removed.
- Epay is offered by our company cost free (*or insert the fee amount to be paid by carrier*)
- Payment terms within Epay Manager are true terms because mail time is eliminated. Typically Net-30 means a check is printed 30 days from receipt of the invoice. This often extends a 30 day net term to 40+days.

Important References

Registration

www.epaymanager.com/cgi-bin/register

Carrier Demo Video

www.epaymanager.com/cd

Why Epay Manager?

www.epaymanager.com/pdf/why_epay.pdf

Carrier Benefits

www.epaymanager.com/pdf/carrier_benefits.pdf