



Important Update to Payment Procedures

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

Electronic Processing via Epay Manager

Starting on this date, all freight payables will be processed online through **Epay Manager Powered by OTR Solutions**. Carriers will no longer be required to email invoices or proof of delivery documents to our team. Instead, all invoices and proof of delivery documents will be submitted, reviewed, and approved online in Epay's portal. This transition is designed to reduce administrative burden, cut down on processing time and costs, and improve overall efficiency for our company.

Benefits for Carriers

Our carriers will also benefit from this change and will not be charged to sign up. Epay offers the potential for faster payments (at our election), fewer days in processing, and direct deposit of funds. Carriers gain complete visibility into their transactions throughout the payment cycle. Additionally, the streamlined workflow helps reduce invoice processing costs and improves turnaround time. Flexible payment terms and direct deposit can make our company more competitive as a freight partner.

Carrier Education and Onboarding

Proper education is essential for the success of this new process. If carriers are not familiar with the system, they may mistakenly email traditional invoices or overlook invoices on their Epay dashboard. To prevent delays and confusion, **all new carriers must register with Epay Manager and be added to our payee list prior to hauling any shipments**. A reminder of these requirements should also be included on every rate agreement and/or language in our onboarding platform.

Carrier Registration in Epay

Carriers are required to register with Epay Manager and select our company name in order to be added to our payee list. If a carrier factors, they should NOT register. Their transactions will be mapped to the factoring company's profile. A carrier must be activated on the payee list before any transactions can be exported to Epay. If custom payment preferences are needed, those updates should be made in the carrier's payee profile before activation. If a carrier has not completed their registration within **[XX days]**, a reminder should be sent. Once registration is complete, our billing team will automatically receive an email notification.

Transaction Review Timelines

All transactions should be reviewed and approved for export to Epay within **[XX hours]** of delivery.

Proof of Delivery Requirements

For any invoices that require a proof of delivery (POD), the POD must be uploaded or emailed to Epay within **[XX days]** of delivery. If a carrier fails to meet this requirement, they should be contacted and reminded. Invoices will not be accepted or processed without an attached POD in these cases.

Invoice Submission and Follow-Up

If a carrier has not submitted their electronic invoice within **[XX days]**, a reminder should be sent using the **Add Note** feature in Epay. This feature not only emails the carrier's billing contact but also records the communication in the audit trail. If the carrier is unresponsive, the carrier's A/R department should be contacted and details of the call should also be documented in the audit trail using **Add Note**.



SAMPLE EPAY MEMO

Payment Timing and Processing

Invoices are scheduled for payment based on the terms selected by the carrier and calculated from the date the invoice is electronically submitted. The payment date shown on the invoice reflects when funds are debited from our bank account and deposited to the carrier's bank account.

Next Steps

The below tables summarize our company's A/P procedures and includes talking points to help you communicate the value of Epay Manager to your carrier network.

SUMMARY OF PROCEDURES

- A company representative communicates the requirements and benefits of Epay Manager
- Carrier registers for Epay (unless factoring)
- Carrier selects our company name to be added to our payee list
- 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 is offered by our company cost FREE to our carrier network
- Flexible payment terms allow the carrier to accelerate receivables if and when it's necessary, without affecting other invoices
- Payment terms within Epay Manager are true terms and will be paid on the date displayed in the platform
- In-platform invoice status and payment visibility for carriers and factors eliminates unnecessary calls and emails
- In-platform dispute management to track, view and resolve invoice disputes in the Epay platform
- In-platform bank account details management so that carriers can easily manage which account funds should be sent to in order to reduce inaccurate payments
- Streamlined invoice generation and audit for brokers with Epay results in faster payments to carriers

REGISTER NOW



www.epaymanager.com/cgi-bin/register