

Carrier Payment Inquiry Tool Manual

Welcome to **Ryder's Carrier Payment Inquiry (PI Tool)** Reporting Application. The PI Tool is a self-service website and reporting tool designed to aide carriers in managing their receivables. The tool enables carriers to look up the payment status of a single invoice number or multiple invoice numbers at one time.

Key features include:

- 24 hours, 7 days a week access
- Single pro/invoice number lookup or upload up to 65,000 characters at one time
- Easy copy and paste of pro numbers function to upload pros into the P.I. Tool
- Storage of uploaded invoice numbers to assist in rechecking statuses or running quick analysis
- Export to Excel function
- Overview pivot for all statuses with filtering
- Dollar amount summary of invoices in each status with drilling capabilities to review individual invoices in greater detail
- Invoice reject messages which identify the reason for the rejection and assist in the re-submission
- Payment reduction messages which identify the reason for short payment
- Remittance detail

Ryder Teams Contact Information:

Any questions or issues pertaining to access & training requests, tool navigation and/or errors, email RyderAcademy@ryder.com

Any questions or issues pertaining to freight bill invoices email carriersupportteam@ryder.com

How to access the P.I. Tool

- ❖ Type <https://www.ryder.com/en-us/carriers> in your internet web browser.
- ❖ Access “Click Here” under the Ryder Carrier Payment Inquiry section (See image below)
 - This will take you to the Ryder Insights Login page
 - If you do not already have access or require a password reset, send an email to RyderAcademy@ryder.com to request a username and password or a password reset
 - Access and reset requests are usual granted within 72 hours of the request. You will receive an email containing access /reset instructions.

Ryder Carrier Payment Inquiry

Ryder's Freight Bill Audit and Payment Carrier Payment Status application can be accessed by utilizing our Transportation Intelligence System (TIS).
Benefits include:

- 24/7 Access
- Single pro number or upload up to 65,000 characters at a time
- Simple copy and paste to upload pro numbers
- Storage of uploaded invoice numbers to assist in rechecking statuses or running quick analysis
- Export results to Excel
- Overview pivot for all statuses with filtering
- Dollar amount summary of invoices in each status with drilling capabilities to review individual invoices in greater detail
- Invoice reject messages which identify the reason for the rejection and assist in the re-submission
- Payment reduction messages which identify the reason for short payment
- Carrier check detail

For payment status, use the template below and upload your invoices to get a status update on them. Check out our new web tool, [click here](#).

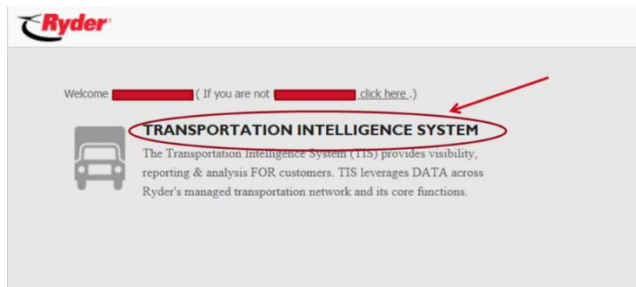
Questions and or issues pertaining to: setup access, password resets, training, tool navigation and or technical support, email: RyderAcademy@ryder.com

Questions pertaining to freight bill invoice status, after running and reviewing a current again report, email: CarrierSupportTeam@ryder.com.

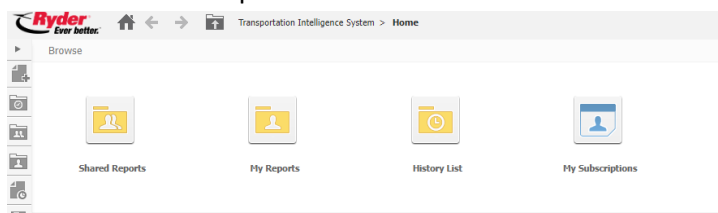
- ❖ Login to Ryder Insights using the provided username and password



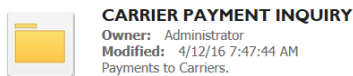
- ❖ Click on “Transportation Intelligence System”



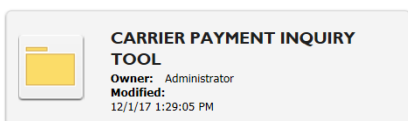
- ❖ Click on “Shared Reports”



- ❖ Select “Carrier Payment Inquiry” folder




- ❖ Select “Carrier Payment Inquiry Tool” folder



Note: If you click on the Transportation Intelligence System link (as noted above) and you don't see the “Carrier Payment Inquiry Folder”, then click on the “Shared” folder and you will now be able to select “Carrier Payment Inquiry”.

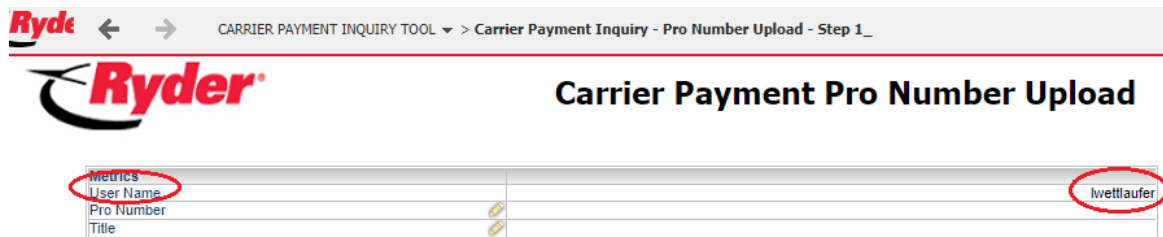
Pro Number Upload (Step 1)

- ❖ Select “Carrier Payment Inquiry-Pro Number Upload (Step-1)”



CARRIER PAYMENT INQUIRY - PRO NUMBER UPLOAD (STEP 1)
Owner: Administrator
Modified: 11/12/15 3:38:08 PM
Paste list of pros separated by commas to retrieve current status. (<Ryder Carrier Payment Inquiry Template > available to assist in formatting.) *Approximate upload time could take up to 10 minutes to process.

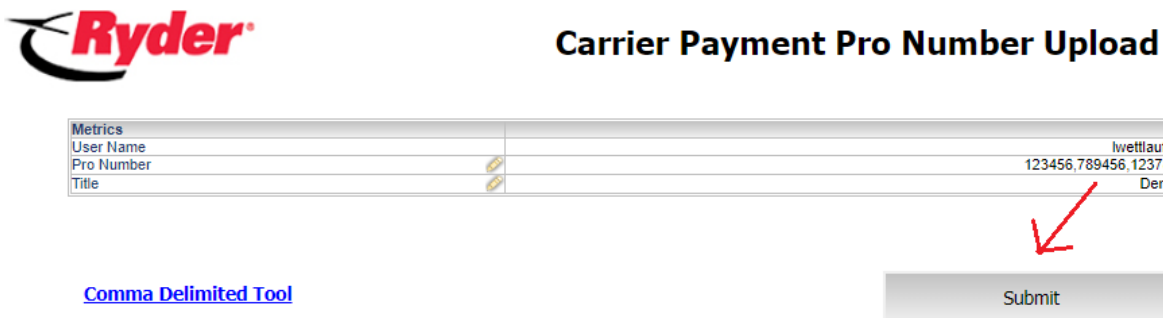
- ❖ Carrier Payment Pro Number Upload Screen
 - User Name will automatically populate



- Pro Number and Title fields must be filled out for every upload created
- There are two ways to upload pro numbers
 1. Manual insertion
 2. Utilization of Comma Delimited Tool – used for mass pro upload

Manual Insertion

- Enter Pro Numbers in the pro number field separated by commas
 - (Example: 1234, 5678, 4321, 8765)
- Enter a name for the file in the “Title” field
- Click “Submit” and the tool will automatically refresh



Carrier Payment Pro Number Upload

Metrics		
User Name		lwettlaufer
Pro Number		123456,789456,123789
Title		Demo

[Comma Delimited Tool](#)

- The list of pro numbers will now show in the Pro Numbers Stage field.
- The pro number upload will process within a few seconds. If the status says “Not Processed”, additional time is needed to process the data submitted via the upload.
- If a status of ‘Not Processed’ display: Click the refresh button, located in the drop down menu at the top of the screen, to check if the upload is processed.

The screenshot shows the 'Carrier Payment Pro Number Upload' page. At the top, there is a breadcrumb trail: 'CARRIER PAYMENT INQUIRY TOOL > Carrier Payment Inquiry - Pro Number Upload - Step 1_'. The page features the Ryder logo and a title 'Carrier Payment Pro Number Upload'. Below the title is a 'Metrics' section with fields for User Name (lvettlaufer), Pro Number, and Title. A 'Comma Delimited Tool' link and a 'Submit' button are present. A table below shows a single entry with the status 'Processed'. On the right side, a dropdown menu is open, with the 'Refresh' button highlighted in yellow. Red arrows point from the dropdown menu to the 'Refresh' button.

- Bills that have been successfully uploaded will return with the status as “Processed”. Uploads must have a status of ‘Processed’ before the uploads are visible in Step 2.

This screenshot is identical to the one above, but the 'Processed' status in the table is circled in red. The table data is as follows:

User ID	Date Time	Pro Numbers List	Entry Title	Status
lvettlaufer	3/2/2020 2:37:16 PM	123456,789456,123789.	DEMO	Processed

- You are now ready for step 2 of the payment inquiry process (skip to page 10 for step 2 or continue for mass pro upload instructions).

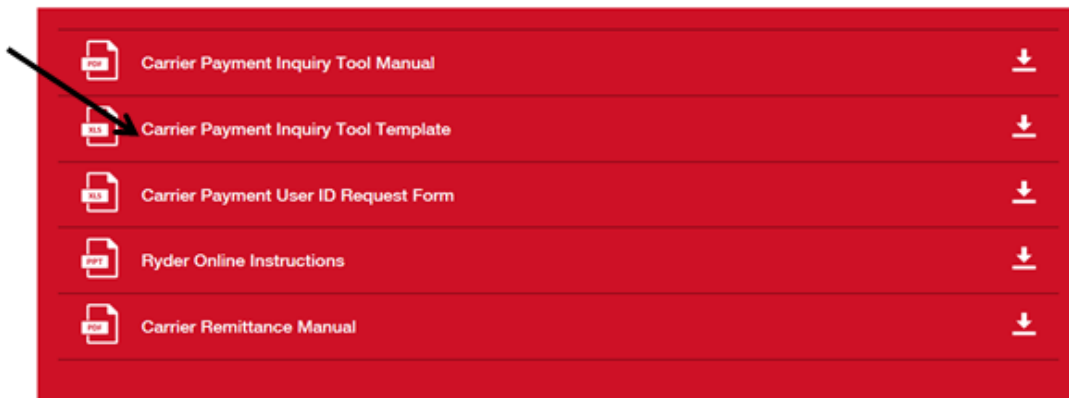
Utilizing the Comma Delimited Tool for Multiple Pro Upload

- The comma delimited tool can be used to upload up to 32,000 characters at one time
- From the Carrier Payment Pro Number Upload screen, click the “Comma Delimited Tool” link

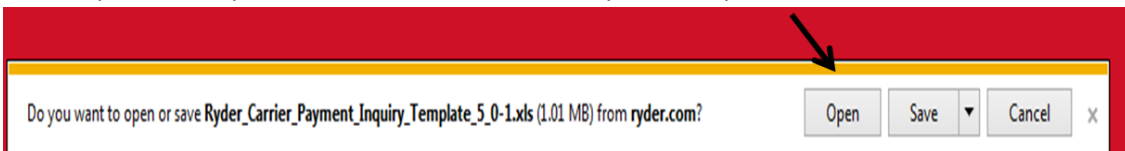


- This will redirect you back to <http://ryder.com/carriers> homepage. Scroll down to the “Resources” section and click “Carrier Payment Inquiry Tool Template”

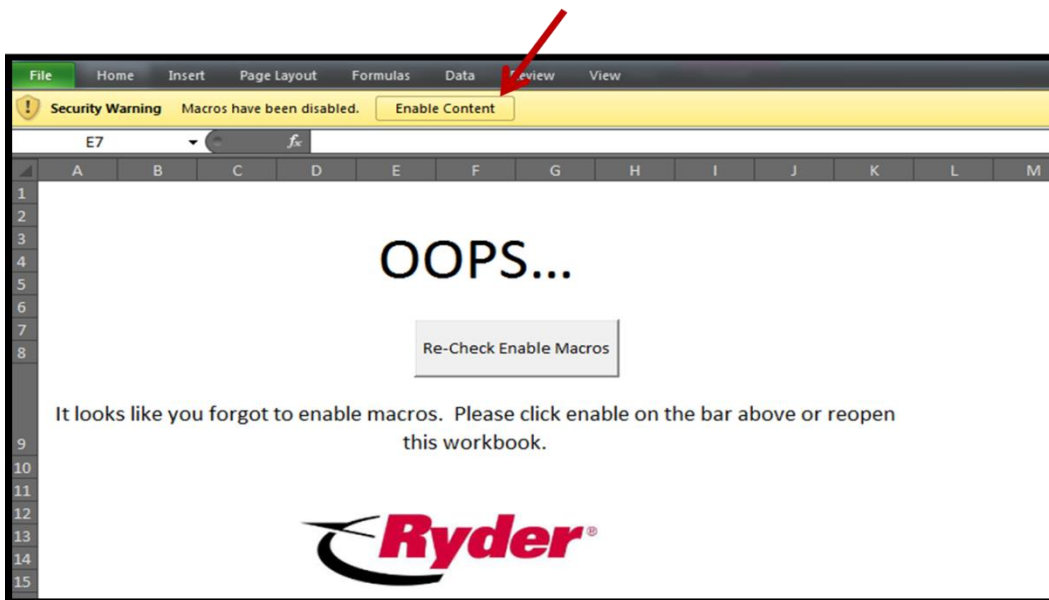
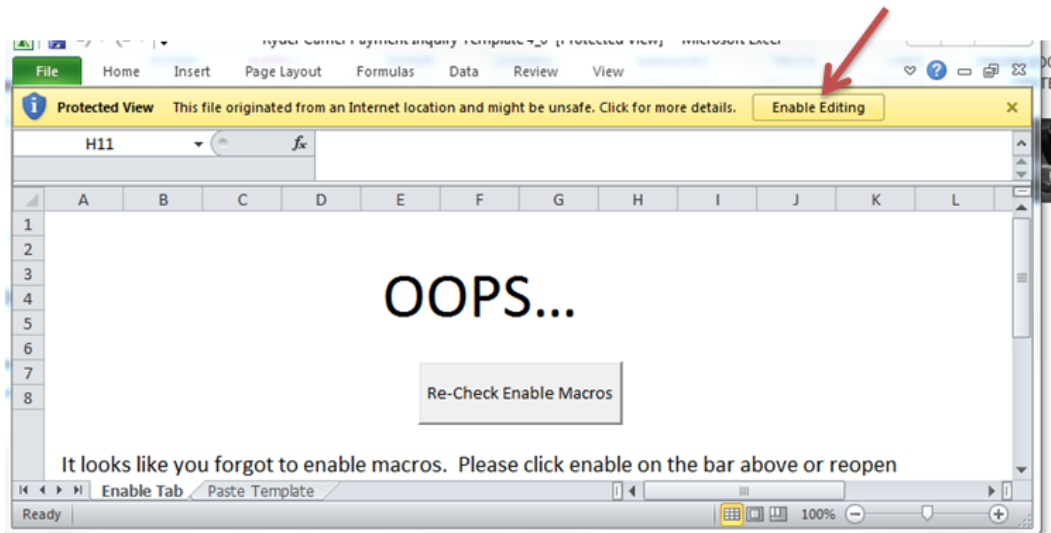
RESOURCES



- A pop-up will appear asking, “Do you want to open or save Ryder_Carrier_Payment_Inquiry_Template?” Click “Open”. It may be useful to also save the template for quick access.



- An Excel Template will open, be sure to enable the Macros by selecting “Enable Editing” and then by selecting “Enable Content”. This will allow you to copy and paste pro numbers into the template.



- The Comma Delimited Tool is now ready for your pros. Follow the instructions indicated in cell G1 “Paste Pro Numbers in column A”.
 1. Copy your pro/invoice numbers from your document and paste them in column A of the template
 - The pro numbers will populate into the large cell in column G
 2. Copy the string of pros from the cell in column G



Carrier Payment Pro Number Upload

Metrics	
User Name	lwettlaufer
Pro Number	
Title	

[Comma Delimited Tool](#)

Submit

User ID	Date Time	Pro Numbers List	Entry Title	Status
lwettlaufer	3/2/2020 3:02:15 PM	39945845, 33422850, 33481568, 33494368, 33494368, 33843900, 33843900, 34339233, 34339233, 34393924, ...	DEMO2	Processed

- You are now ready for step 2 of the payment inquiry process

Payment Inquiry Report (Step 2)

- ❖ From the Carrier Payment Pro Number Upload screen, return to the previous folder by selecting *Carrier Payment Inquiry Tool* in the toolbar.

CARRIER PAYMENT INQUIRY TOOL > Carrier Payment Inquiry - Pro Number Upload - Step 1_

Ryder Carrier Payment Pro Number Upload

Metrics		
User Name		lwettlaufer
Pro Number		
Title		

[Comma Delimited Tool](#)

- ❖ Select “Carrier Payment Inquiry – Report External (step 2)”

CARRIER PAYMENT INQUIRY - REPORT EXTERNAL (STEP 2)
Owner: Administrator
Modified: 11/12/15 3:38:08 PM
Retrieve payment status of pro numbers uploaded from step 1. (For internal Ryder use.)

- ❖ The file you just uploaded and other previously uploaded files will be available for selection
 - Uploaded files will be stored for approximately 90 days from the date of upload. May be stored for longer until purged out.

Carrier Payment Inquiry - Report External (Step 2)

Date Time (Required)

Choose elements of Date Time.
This prompt cannot accept more than 3 selections.

Search for: Match case

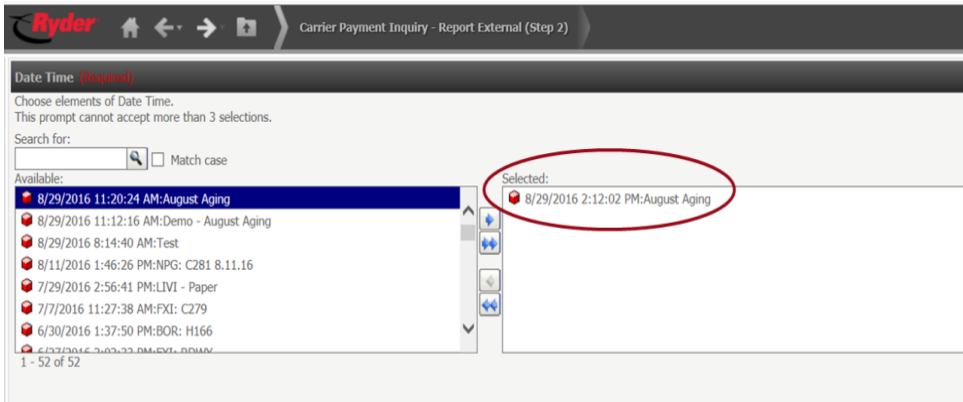
Available:

- 8/29/2016 2:12:02 PM:August Aging
- 8/29/2016 11:20:24 AM:August Aging
- 8/29/2016 11:12:16 AM:Demo - August Aging
- 8/29/2016 8:14:40 AM:Test
- 8/11/2016 1:46:26 PM:NPG: C281 8.11.16
- 7/29/2016 2:56:41 PM:LIVI - Paper
- 7/7/2016 11:27:38 AM:FXI: C279
- 6/20/2016 4:37:50 PM:RPP: M166

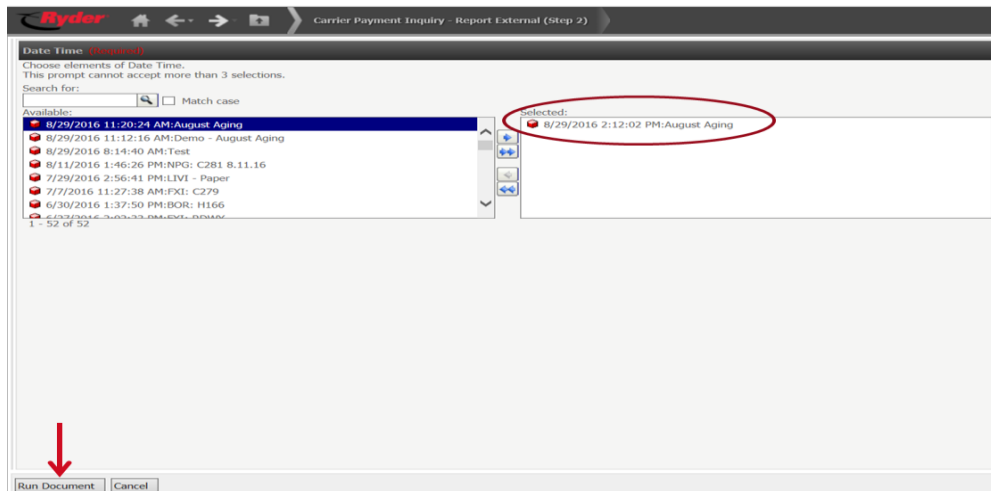
Selected: (none)

1 - 52 of 52

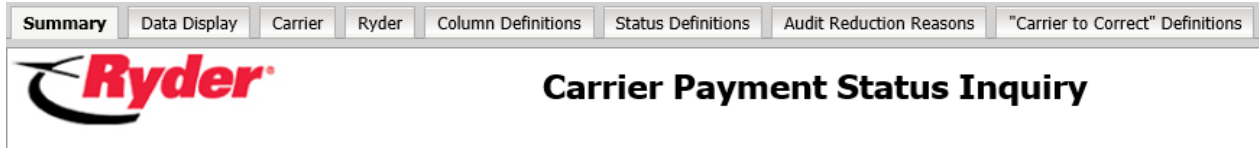
- ❖ Select the file you would like to run a payment inquiry on by double clicking the file or by selecting the file then clicking the right arrow to move the file to the “Selected” field
 - Up to 3 selections can be made at one time



- ❖ Click “Run Document” button located in the bottom left corner of the screen



- ❖ The Carrier Payment Status Inquiry will open and default to the Summary tab. There are 8 pre-set tabs available to view in the report.



1. Summary – An overview of payment status categorized into three pivot tables (Freight Charges Approved by Status and Age, Freight Bill Detail by Status and Age, and Freight Charges Paid by Invoice Date).
2. Data Display – Detailed payment status including, comments, expected process date, freight bill detail and remittance information.
3. Carrier – Invoices in the carriers bucket, with Detailed payment status including, comments, expected process date, freight bill detail and remittance information
4. Ryder – Invoices in Ryder’s bucket
5. Column Definitions – Description of each column found within the “Data Display” tab.
6. Status Definitions – Description of the phrases used to define payment status
7. Audit Reduction Reasons – Description of the codes and abbreviations used to describe audit cut reasons/short pays.
8. “Carrier To Correct” Definitions – Common reject reasons with actions need by the carrier

- ❖ The Summary and Data Display tabs allow users to click directly on pro/invoice numbers to view detailed freight bill information

The screenshot shows the 'Carrier Payment Status Inquiry' interface. At the top, there are navigation tabs: 'Summary', 'Data Display', 'Column Definitions', 'Status Definitions', and 'Audit Reduction Reasons'. The 'Summary' tab is active, displaying a table of 'Freight Charges Approved, by Status and Aging'. A red box highlights the '1015137' pro/invoice number in the 'Freight Bill Detail, Filtered by Status and Aging' table, with an arrow pointing to it. A text box on the left says 'Click on a pro/invoice number to view Detail Freight Bill'. To the right, the 'Freight Charges Paid, by Invoice Date' table shows a list of payments from 3/5/2014 to 8/24/2015.

Freight Bill Status	9-30	31-60	61-90	90+	Total
Balance due not authorize				\$9,802.99	\$9,802.99
Customer Invoiced	\$1,048.11			\$1,037.06	\$2,085.17
In Process				\$920.56	\$920.56
Paid	\$5,873.23	\$26,007.29	\$3,285.58	\$14,747.44	\$49,913.54
Paid - Short Pay	\$8,367.16	\$151,238.28	\$25,540.87	\$18,187.85	\$203,334.16
Recent Not Found				\$0.00	\$0.00
Total	\$15,288.50	\$177,245.57	\$28,826.45	\$44,695.90	\$266,056.42

Pro/Invoice Number	Description	Amount	Approved	Total
1015137	FUE: CARRIER FUEL CHARGE GREATER THAN AUDIT CHARGE	\$25.39	\$928.65	\$954.04
1023040	AP: 1D 879.00 FR 3B RR	\$25.70	\$1,054.59	\$1,080.29
1015149	FUE: CARRIER FUEL CHARGE GREATER THAN AUDIT CHARGE	\$25.75	\$928.65	\$954.40
1364953		\$0.00	\$2,806.37	\$2,806.37
1027977	AP: 1D 879.00 FR, D2 FS, 31 RR	\$25.70	\$1,054.59	\$1,080.29
1011817	AP: D2 FS .31 BM	\$210.83	\$2,415.43	\$2,626.26
1018769	AP: D2 FS .30 BM	\$216.06	\$2,471.05	\$2,687.11
1078819		\$0.00	\$4,444.34	\$4,444.34
1106932	AP: D2 FS .26 3C DH OK PER OPS RR	\$4.26	\$1,037.06	\$1,041.32
1099674	AP: D2 FS .26 BM	\$143.74	\$2,356.98	\$2,500.72

The screenshot shows the 'Detail Freight Bill Information' interface. It features a table with columns: SCAC, Carrier Name, Pro/Invoice Number, Event, Ship Date, Process Date, and Status Message. Below this, there are sections for 'Bill to Information', 'Shipper Information', and 'Consignee Information'. A detailed table shows 'Invoice Date', 'Recv Date', 'Proc Date', 'Terms', 'Miles', 'Weight', 'Class', 'LOS', 'Equipment', and 'EDI/PPR'. A summary table at the bottom shows 'Account Number', 'Bill of Lading', 'PO Number', 'Load #', and 'Description'. The 'Description' field contains the word 'PAPER'.

SCAC	Carrier Name	Pro/Invoice Number	Event	Ship Date	Process Date	Status Message
		1015137	PAY	1/9/2015	4/20/2015	FUE: CARRIER FUEL CHARGE GREATER THAN AUDIT CHARGE

Invoice Date	Charge Code	Charge Description	Approved \$	Reduction \$
1/14/2015	FS	FUEL SURCHARGE	\$ 159.65	\$25.39

Account Number	Bill of Lading	PO Number	Load #	Description
				PAPER

❖ Column Definitions - Description of each column found within the “Data Display” tab

Summary	Data Display	Carrier	Ryder	Column Definitions	Status Definitions	Audit Reduction Reasons	"Carrier to Correct" Definitions
Carrier Payment Status Inquiry Column Definitions							
SCAC	Carrier Name	Pro Number	Comments				
SCAC code that uniquely identifies a carrier.	Name of the company that transported the shipment.	Number assigned by the carrier that uniquely identifies an individual shipment.	Field that may be filled in with additional information relative to the shipment, including reasons for cut bill amounts.				
Process Date	Ship Date	Check No	Check Date				
Date the freight bill was processed by Ryder. (Blank if the freight bill has not been processed.)	Date the freight was shipped on.	Check number that a shipment was paid under. (Blank if a check has not been cut.)	Date the carrier payment check was cut. (Blank if a check has not been cut.)				
Approved Amount	Original Amount	Funds	Customer				
Actual freight charges paid including accessorials.	Original amount billed by the transportation provider including accessorials.	Currency of the dollar amounts shown. USD = US dollars, CDN = Canadian dollars.	Name of the customer invoiced.				
Cut Amount	Reference Number Field	Event Type					
Amount cut from the original amount. (Excludes balance dues.)	This is the reference number provided in the EDI or WEB billin transaction. Executed customers input Ryder Load Number.	REV: Invoice is in review, no action needed at this time. REJ: Invoice has been rejected and must be actioned per the comments. PAY: invoices has been paid or Customer Invoiced. BD1/BD2/BD3: Balance due has been paid or Customer Invoiced.					

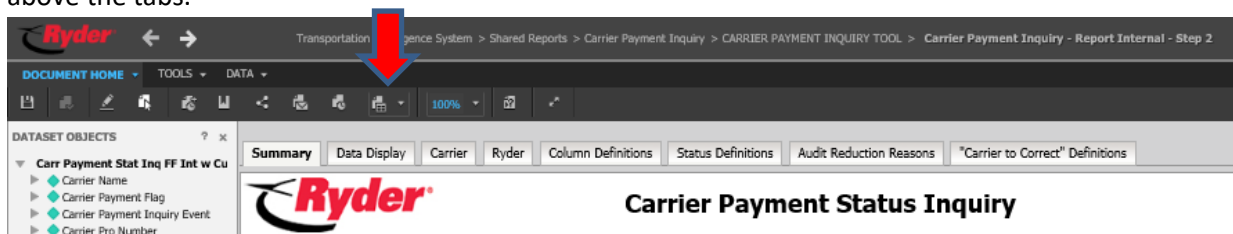
❖ Status Definition – Description of the phrases used to define payment status

Summary	Data Display	Carrier	Ryder	Column Definitions	Status Definitions	Audit Reduction Reasons	"Carrier to Correct" Definitions
<h2 style="border: 1px solid black; padding: 5px;">Carrier Payment Inquiry Status Definitions & Owner</h2>							
<u>Action Required by Carrier:</u>							
Paid		Paid – Short Pay		Carrier to correct			
The carrier invoice has been paid in full under the check date and check number listed.		The carrier invoice has been paid, but short paid (cut) due to non-conformances to contracted rates on file.		The invoice has been rejected. Review "Comments" and take appropriate action or remove from aging.			
Balance due not authorized		Record Not Found					
The balance due invoice has been rejected and requires carrier attention. See the "Comments" column for reject reason.		Ryder has no record of invoice. Note: invoices will be visible 48 hours after submission					
<u>No Action Required by Carrier:</u>							
In process		Waiting Customer Approval		Approved, Waiting to Invoice		Customer Invoiced	
The carrier invoice has uploaded into the Ryder system and is currently completing Ryder's audit processes.		The carrier invoice has completed the audit process and is waiting for customer approval prior to invoicing.		The carrier invoice has been approved by the customer and is now ready for customer invoicing.		The customer has been invoiced for the charges on the process date listed and funding is pending.	

- ❖ Audit Reduction Reasons – Description of the codes and abbreviations used to describe audit cut reasons/short pays.

Cut Reason Codes		Standard Abbreviations	
Code	Description	Abbreviation	Description
A1	Accessorial Charge Incorrect	AMT	Amount
A2	Accessorial Charge Not Contracted	APP	Approved
A3	Accessorial Not Approved by Client	CARR	Carrier
A4	Accessorials Require Separate Billing	CHRG	Charge
A5	Backup Documentation Required	CONST	Construction
B2	Consolidation Shipment	CS	Construction Site Surcharge
B6	Currency Conversion Error	CNTRCTD	Contracted
C3	Do Not Pay - Per Client	CX	Cross-dock
C5	Duplicate Billing	DH	Deadhead
C6	Equipment Code Incorrect/Not Supplied	DC	Delivery Charge
C7	Exception Rating Applies	DMRG	Demurrage
C8	FAK Class/Rate Applies	DEST	Destination
D1	Frozen Rate Not Used	DET	Detention
D2	Fuel Surcharge Applied Incorrectly	DV	Diversions
D3	Fuel Surcharge Not Approved	DR	Diversions and Reconsignment
D6	Interline Rates Apply	DOC	Document
E1	Linear Foot Rule Waived	EFF	Effective
E2	Mileage Incorrect	EQUIP	Equipment
E3	Multi-Class Shipment Rating Error	ERR	Error
E4	NMFC Item Incorrect	FRT	Freight
E9	Rail - Rule 11 Applies	FS	Fuel Surcharge
F1	Rate Incorrect	FUMG	Fumigation
F2	Residential vs Commercial Tariff Rate Applies	HZ	Hazardous
F9	Spot Quote/Rate Applied	ID	Inside Delivery
G2	Stop Off Details Not Supplied	LOS	Level of Service
G5	Third Party Rates Apply	LH	Linehaul
		LP	Lumper
		MERCH	Merchandise
		MIN	Minimum
		OVR	Over
		PK	Pickup
		PROT	Protection
		PRTV	Protective
		RECON	Reconsignment
		SC	Security Charge
		SERV	Service
		S/B	Should Be
		SYS	System
		WGT	Weight
		ZN	Zone

- ❖ Tabs can be exported into Excel for further analysis. To export to Excel, click the Excel icon located in the tool bar above the tabs.



- In the Export pop-up box, select whether to export “All layouts” (all tabs) or “Current layout” (current tab selected). Click OK.

Detailed Cut Report

➤ Click Transportation Intelligence System



TRANSPORTATION INTELLIGENCE SYSTEM

The Transportation Intelligence System (TIS) provides visibility, reporting & analysis FOR customers. TIS leverages DATA across Ryder's managed transportation network and its core functions.

➤ Carrier Payment Inquiry



CARRIER PAYMENT INQUIRY

Owner: Administrator

Modified:

4/11/19 3:51:13 PM

Payments to Carriers.

➤ Cut Bill Report



CUT BILL REPORT

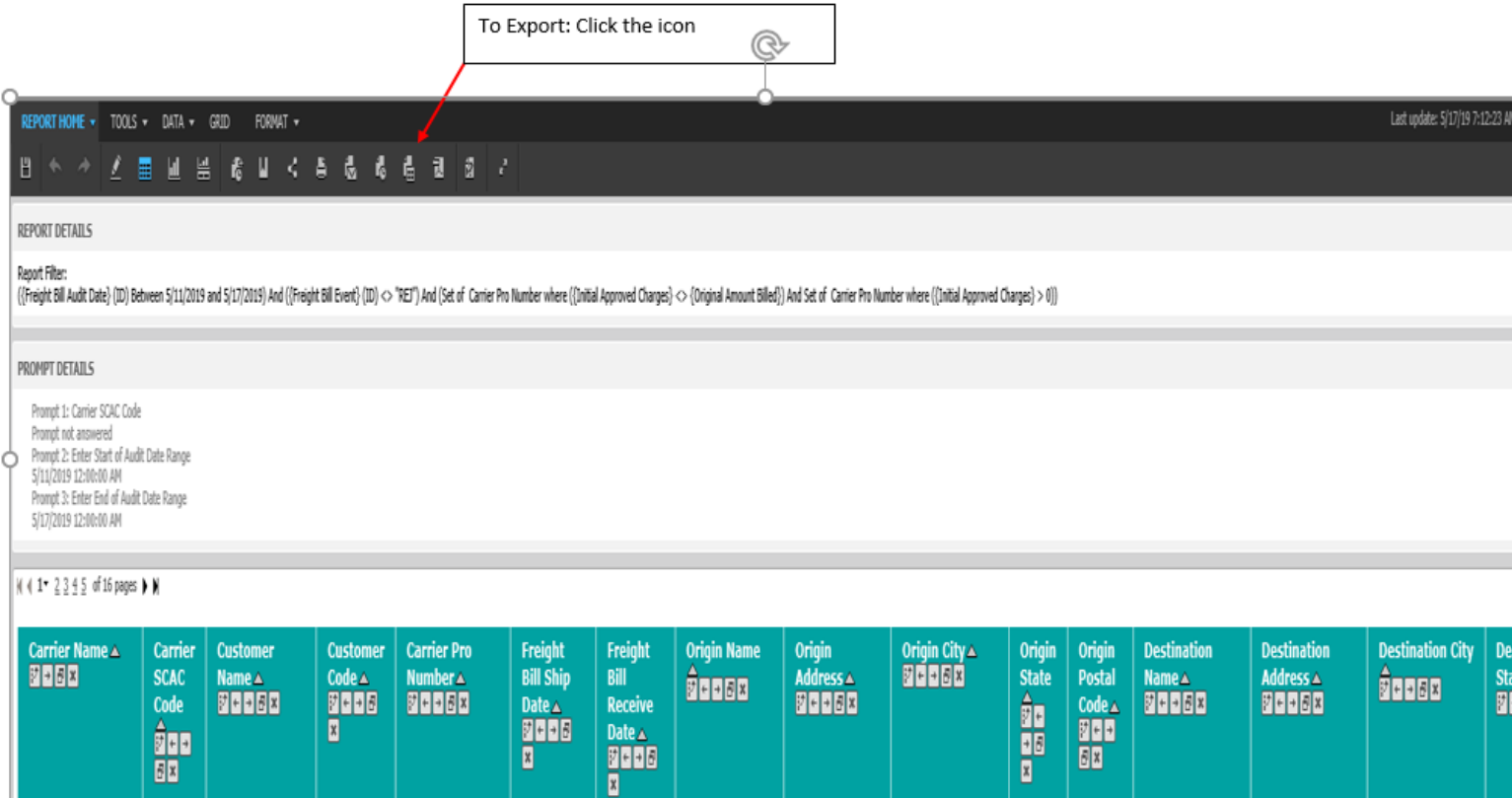
Owner: Administrator

Modified:

3/15/19 3:06:47 PM

The report can be exported into Excel for further analysis. To export to Excel, click the Excel icon located in the tool bar above the tabs.

To Export: Click the icon



The screenshot shows the top toolbar of the Carrier Payment Inquiry Tool. A red arrow points from a callout box to the Excel icon (a green 'X' in a square) within the toolbar. The toolbar also contains icons for home, back, forward, print, and other report functions. Below the toolbar, the 'REPORT DETAILS' section shows a complex filter string. The 'PROMPT DETAILS' section lists three prompts related to the audit date range. At the bottom, a table header is visible with columns for Carrier Name, Carrier SCAC Code, Customer Name, Customer Code, Carrier Pro Number, Freight Bill Ship Date, Freight Bill Receive Date, Origin Name, Origin Address, Origin City, Origin State, Origin Postal Code, Destination Name, Destination Address, and Destination City.

Detailed Rejected Report

➤ Click Transportation Intelligence System



TRANSPORTATION INTELLIGENCE SYSTEM

The Transportation Intelligence System (TIS) provides visibility, reporting & analysis FOR customers. TIS leverages DATA across Ryder's managed transportation network and its core functions.

➤ Carrier Payment Inquiry



CARRIER PAYMENT INQUIRY

Owner: Administrator

Modified:

4/11/19 3:51:13 PM

Payments to Carriers.

➤ Rejected Bill Report



REJECTED BILL REPORT

Owner: Administrator

Modified:

4/11/19 3:51:13 PM

➤ **Select a To and From date then click run report**

1. Carrier SCAC Code

Choose elements of Carrier SCAC.

Search for: Match case

Available:

- ◆ :
- ◆ 0:0
- ◆ 1333:FREIGHT SOLUTIONS INT'L
- ◆ 2420:EPPS TRUCKING INC
- ◆ 2DAY:2DAYAIR
- ◆ 4U2I:LOGI TEST SCAC
- ◆ 6RKR:6RKR

◀ 1 - 100 of 25713 ▶▶

2. Enter Start of Audit Date Range (Required)

Enter beginning of date range for filtering the report, or default to 6 days ago.
This prompt requires a value no earlier than 5/17/2016.

Your selection:

The default selection is:
Today minus 6 Day(s) (5/11/2019)

3. Enter End of Audit Date Range (Required)

Enter ending of date range for filtering the report, or default to today.
This prompt requires a value no earlier than 5/17/2016.

Your selection:

The default selection is:
Today (5/17/2019)

**Lower Left hand Corner

The report can be exported into Excel for further analysis. To export to Excel, click the Excel icon located in the tool bar above the tabs.

To Export: Click the icon

REPORT HOME ▾ TOOLS ▾ DATA ▾ GRID ▾ FORMAT ▾
Last update: 5/17/19 7:12:23 AM

REPORT DETAILS

Report Filter:
 ((Freight Bill Audit Date (ID) Between 5/11/2019 and 5/17/2019) And ((Freight Bill Event (ID) <> "REF") And (Set of Carrier Pro Number where ((Initial Approved Charges) <> (Original Amount Billed)) And Set of Carrier Pro Number where ((Initial Approved Charges) > 0)))

PROMPT DETAILS

Prompt 1: Carrier SCAC Code
 Prompt not answered
 Prompt 2: Enter Start of Audit Date Range
 5/11/2019 12:00:00 AM
 Prompt 3: Enter End of Audit Date Range
 5/17/2019 12:00:00 AM

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Carrier Name ▲	Carrier SCAC Code	Customer Name ▲	Customer Code ▲	Carrier Pro Number ▲	Freight Bill Ship Date ▲	Freight Bill Receive Date ▲	Origin Name	Origin Address ▲	Origin City ▲	Origin State	Origin Postal Code ▲	Destination Name ▲	Destination Address ▲	Destination City	Destination State