

## Online Payment Tracking Guide

RateLinx's Online Payment Tracker is ideal for inquiring into the status of any invoice, whether you know the invoice number or not. The Tracker is easy to find: it's available from our website's Home page. It's also easy to use--no login or password is required!

There are four ways to inquire into invoices; click on the hyperlink shown below to move to that section:

- [Inquiring by Complete Freight Bills \(Invoice Numbers\)](#)
- [Inquiring by Partial Freight Bills \(Invoice Numbers\)](#)
- [Inquiring into Balance Due Bills \(BDBs\)](#)
- [Inquiring by Billing Date](#)

### Inquiring by Complete Freight Bills (Invoices)

You can enter up to 20 invoices at a time or copy up to 100 invoices from an Excel spreadsheet. If you're manually typing the numbers, press Enter after typing each number so that every invoice is on a separate line within the Freight Bill Number field.

Note: Follow the steps in the Inquiring by [Partial Freight Bills \(Invoices\)](#) section if you want to send a partial invoice number or if you're looking for Balance Due Bills.

1. Complete the following fields on the Online Payment Tracking page; remember that you must press Enter after each invoice number to enter another number:

Column Heading	Description
Freight Bill Number	The Freight Bill or Invoice Number that you're looking for. <b>Do not enter dashes, spaces, periods, or other invoice formatting characters.</b> Press Enter after typing each number.
Exact vs Begins With	Confirm that the Exact option button is selected.
SCAC	Your company's Standard Carrier Alpha Code (SCAC).

2. Click on the checkbox to indicate that you are not a robot.  
The system replaces the checkbox with a checkmark.
3. Click the Search button. One of two things happen:
  - A report appears, showing you information about the invoice(s) you entered. See [Viewing the Results](#) for more information.
  - One or more invoice(s) were not found. See [Invoice not found](#) for more information.

## Inquiring by Partial Freight Bills (Invoices)

When searching by partial numbers, you **must** click on the Begins With option button for the search to be successful. You must also complete the Billed Within data fields. These fields allow OPTS to find all invoices with Billing Dates that fall within this date range.

1. On the Online Payment Tracking page, complete the following fields on the page; remember that you must press Enter after each invoice number to enter another number:

Column Heading	Description
Freight Bill Number	The first characters of the Freight Bill or Invoice Number that you're looking for. <b>Do not enter dashes, spaces, periods, or other invoice formatting characters.</b>  You can enter twenty or more invoice numbers at one time. If you're entering multiple numbers, you must press Enter after each number so that they're on separate lines within the field.
Exact vs Begins With	Click on the Begins With option button to select it.
SCAC	Your company's Standard Carrier Alpha Code (SCAC).
Billed Within	Required Field. The range of dates when the invoice was billed. You cannot go beyond a six-month date range.

2. Click on the checkbox to indicate that you are not a robot.  
The system replaces the checkbox with a checkmark.
3. Click the Search button. One of two things happen:
  - A report appears, showing you information about the invoice(s) you entered. See [Viewing the Results](#) for more information.
  - One or more invoice(s) were not found. See [Invoice not found](#) for more information.

## Inquiring into Balance Due Bills (BDBs)

Balance Due Bills usually have the letters BDB at the end of the invoice number. You can enter up to 20 invoices at a time or copy up to 100 invoices from an Excel spreadsheet.

The steps in this section assume that you have the entire BDB invoice number; if you do not have the entire number, use the steps in the [Inquiring by Partial Freight Bills](#) section.

1. Complete the following fields on the Online Payment Tracking page; remember that you must press Enter after each invoice number to enter another number:

Column Heading	Description
Freight Bill Number	The Freight Bill or Invoice Number that you're looking for. You <b>must</b> add BDB to the end of each invoice number that you enter: for example, 12345678BDB. Do not enter dashes, spaces, periods, or other invoice formatting characters. Press Enter after typing each number.
Exact vs Begins With	Confirm that the Exact option button is selected.
SCAC	Your company's Standard Carrier Alpha Code (SCAC).

2. Click on the checkbox to indicate that you are not a robot. The system replaces the checkbox with a checkmark.
3. Click Search. One of two things happen:
  - o A report appears. See [Viewing the Results](#) for more information.
  - o One or more invoice(s) were not found. See [Invoice not found](#) for more information.

### Inquiring by Billing Date

The Billing Date in this case is the date on the Freight Bill (Invoice). If you search by this date, the Online Payment Tracker shows you all invoices billed that day.

1. In the Freight Bill Date field, enter the Invoice Date you want to search by.
2. In the SCAC field, enter your Standard Carrier Alpha Coder.
3. Click Search. One of two things happen:
  - o A report appears, showing you information about the invoice(s) you entered. See [Viewing the Results](#) for more information.
  - o One or more invoice(s) were not found. See [Invoice not found](#) for more information.

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## Viewing the Results

The Online Payment Tracker displays its findings in an easy-to-read report that you can also export to Excel.

**RateLinx**  
**Online Payment Tracking**  
For detailed instructions [Click Here](#)

**10 Result(s) retrieved.**

Display results per page:  [Export To Excel](#) [Request Additional Data](#)

PRO NUMBER	CARRIER CODE	STATUS	RELEASED DATE	CHECK NUMBER	BILL DATE	CFF DATE
596763296	CNWX	Passed to client for payment		ACH00490793	10/30/2018	04/12/2019
596763300	CNWX	Passed to client for payment		ACH00490793	10/30/2018	04/12/2019
629085936	CNWX	Passed to client for payment		ACH00490793	03/29/2019	04/12/2019
749117670	CNWX	Passed to client for payment		ACH00490793	06/25/2018	04/12/2019
749120105	CNWX	Passed to client for payment		ACH00490793	06/21/2018	04/12/2019
824313825	CNWX	Invoice paid	04/12/2019	ACH00489815	03/18/2019	04/05/2019
824313840	CNWX	Invoice paid	04/12/2019	ACH00489815	03/19/2019	04/05/2019
824313895	CNWX	Passed to client for payment		ACH00490793	03/22/2019	04/12/2019
824313906	CNWX	Invoice paid	04/12/2019	ACH00489815	03/25/2019	04/05/2019
824313910	CNWX	Invoice paid	04/12/2019	ACH00489815	03/25/2019	04/05/2019

[New Search](#)

A check number value of **NONPAY** indicates a non-pay account. Please contact your customer for complete payment information.  
 If the check number field is blank, this bill has been entered into our system, but is not yet processed. This bill should be processed within the next 5 business days. Please check back  
 Released Date is the date the check was mailed to the carrier for payment. If the Released Date is empty then we are still waiting for funding by the shipper.

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 Best viewed in 1024x768 using Google Chrome, Firefox, or Internet Explorer 6+.

The information shown in each column appears below:

Column Heading	Description												
Pro Number	The Freight Bill/Invoice Number you entered on the Search page.												
Carrier Code	Your SCAC.												
Status	<p>The Location of the invoice within RateLinx's Audit system:</p> <table border="1"> <tr> <td><i>Being reviewed by Customer</i></td> <td>The invoice has met a condition requiring the client to review and approve the invoice. If an invoice is being reviewed, RateLinx cannot push the invoice through.</td> </tr> <tr> <td><i>Will be placed on next funding</i></td> <td>The invoice is ready to go on the client's weekly funding report.</td> </tr> <tr> <td><i>Invoice paid</i></td> <td>The invoice was paid at the amount listed in the Net Amount column.</td> </tr> <tr> <td><i>Pass to client for payment</i></td> <td>The invoice is on the client's funding report; RateLinx is waiting for approval to pay.</td> </tr> <tr> <td><i>Being audited by RateLinx</i></td> <td>Invoice is being reviewed by an auditor.</td> </tr> <tr> <td><i>Not Found</i></td> <td>The invoice has either:</td> </tr> </table>	<i>Being reviewed by Customer</i>	The invoice has met a condition requiring the client to review and approve the invoice. If an invoice is being reviewed, RateLinx cannot push the invoice through.	<i>Will be placed on next funding</i>	The invoice is ready to go on the client's weekly funding report.	<i>Invoice paid</i>	The invoice was paid at the amount listed in the Net Amount column.	<i>Pass to client for payment</i>	The invoice is on the client's funding report; RateLinx is waiting for approval to pay.	<i>Being audited by RateLinx</i>	Invoice is being reviewed by an auditor.	<i>Not Found</i>	The invoice has either:
<i>Being reviewed by Customer</i>	The invoice has met a condition requiring the client to review and approve the invoice. If an invoice is being reviewed, RateLinx cannot push the invoice through.												
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<i>Being audited by RateLinx</i>	Invoice is being reviewed by an auditor.												
<i>Not Found</i>	The invoice has either:												

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Column Heading	Description
	<ul style="list-style-type: none"> <li>• Been received but not fully processed by RateLinx.</li> <li>• Not been received by RateLinx.</li> </ul>
Released Date	The date the funds were released to you. If this field is blank, then funds have not yet been released.
Check Number	The check number that was or will be released containing the funds. If the check number is NONPAY, RateLinx is not sending you the payment: our client is paying you directly. Please contact our client for payment information.
Bill Date	The invoice date.
CFF Date	The date the invoice was placed on the funding report for the client to pay.

More information, such as Billed Amount, is available to users who have been verified as employees of this carrier.

**Requesting additional data**

If you're a valid user within the RateLinx website for the carrier, you can view more information about the invoices shown on the report.

1. On the Results page, click the Request Additional Data button.

The application asks you to enter your email address.

The screenshot shows a web application interface. At the top, there is a blue dialog box titled "Request Additional Data" with a close button (X). Inside the dialog, there is a text input field for "Email Address:" and two buttons: "Submit" and "Cancel". Below the dialog, the main content area shows "10 Result(s) retrieved." and a table with columns: PRO NUMBER, CARRIER CODE, STATUS, RELEASED DATE, CHECK NUMBER, BILL DATE, and CFF DATE. The table contains 10 rows of payment data. Below the table, there is a "New Search" button and a footer with copyright information: "© 2019 RateLinx™. 1127. Best viewed in 1024x768 using Google Chrome, Firefox, or Internet Explorer 6+."

PRO NUMBER	CARRIER CODE	STATUS	RELEASED DATE	CHECK NUMBER	BILL DATE	CFF DATE
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749117670	CNWX	Passed to client for payment		ACH00490793	06/25/2018	04/12/2019
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824313910	CNWX	Invoice paid	04/12/2019	ACH00489815	03/25/2019	04/05/2019

2. Type your email address and click Submit.

One of the following happens:

- If you've never requested to receive detailed invoice information before, the system asks you for your name and phone number so that RateLinx can confirm that you're a valid user for this SCAC.

Note that the email address you enter must be a registered email address for a valid domain (preferably the carrier's email address). We cannot validate users who enter public domains such as gmail.com.

- ▶ If necessary, change your email address to one with the correct domain for the carrier.

a. Enter your name and phone number and click Submit.

The system notifies RateLinx that you would like to view this information. We then validate your email address, grant you access, and notify you via Issue Tracker that you can now view the information.

This can take up to 24–48 hours.

b. After you receive Issue Tracker notification, rerun the steps used to view the report, then request the additional data again.

- If you've already been validated, RateLinx verifies that you're a valid employee of the carrier and submits a request for the data; you'll receive an email, usually within a matter of just a few minutes, with the requested data attached.

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## Tip: Invoice not found

If an invoice(s) is not found on the website, **and if it has been at least two weeks since you first submitted the invoice**, then resend the invoice by one of the two following methods:

- a. If you are sending invoices to us electronically (EDI) please resend them via EDI. If you are having issues with EDI, contact [edisupport@ratelinx.com](mailto:edisupport@ratelinx.com). **Do not send open invoices to this email address.**
- b. Mail the invoice to:  
"Customer Name" c/o RateLinx  
P.O. Box 77065  
Madison, WI 53707

You must include the Bill of Lading and Proof of Delivery with the invoice.

Please allow 7-10 business days to receive invoices in the mail and up to an additional seven business days to be manually processed for auditing and payment.

If you have additional questions or need training on using the Online Payment Tracking System, please email your inquiries to [invoicestatus@ratelinx.com](mailto:invoicestatus@ratelinx.com).

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