

**Hagemeyer North America, Inc.**

**CARRIER BILLING GUIDE**

## TABLE OF CONTENTS

### SECTION

#### I. INTRODUCTION

#### II. BILLING REQUIREMENTS

##### A. CASS INFORMATION SYSTEMS STANDARD BILLING REQUIREMENTS

#### III. CLIENT SPECIFIC BILLING REQUIREMENTS

*A. TYPES OF INVOICES THAT CAN BE PROCESSED IN PAPER (HARD-COPY) FOR HAGEMEYER NORTH AMERICA, INC.*

*B. TYPES OF INVOICES THAT CAN BE PROCESSED VIA EDI FOR HAGEMEYER NORTH AMERICA, INC.*

*C. INVOICE REQUIREMENTS*

*D. FIELD EDITS FOR HAGEMEYER NORTH AMERICA, INC.*

*E. ACCESSORIAL CHARGE CODES FOR HAGEMEYER NORTH AMERICA, INC.*

#### IV. INVOICE MAILING INSTRUCTIONS

#### V. PAYMENT INFORMATION & INQUIRY

##### A. REMITTANCE ADVICE & CHECK

#### VI. GENERAL PROCEDURES FOR HANDLING RETURNED BILLS

#### VII. PROCEDURES FOR HANDLING REJECTED HAGEMEYER NORTH AMERICA, INC. BILLS

## **I. INTRODUCTION**

This guide has been developed for your reference when preparing freight invoices for Hagemeyer North America, Inc. By defining the billing requirements for Hagemeyer North America, Inc. into an organized format, our aim is to provide you with a tool, when used, assures that the invoices you submit will be paid promptly and accurately.

In this guide you will find instructions for using the Cass Information Systems Computerized Inquiry System to obtain payment information. The final sections address the steps to be taken when an invoice is returned to you unpaid.

We appreciate your cooperation in conforming to all billing requirements. We believe that use of this manual will result in immediate benefits to you in the form of prompt payment. Hagemeyer North America, Inc. will also benefit in the way of reduced involvement in the payment process.

## **II. BILLING REQUIREMENTS**

### **A. CASS INFORMATION SYSTEMS STANDARD BILLING REQUIREMENTS**

1. When submitting a freight bill or an invoice, the following information **MUST** appear on the document.
  - a. The name of your company and the address to which payment should be remitted.
  - b. A clearly labeled, unique pro/invoice number for each shipment, which can be entered during freight processing and will allow your company's collection department to apply payment.
  - c. The freight rate and dollar amount owed for each shipment.
  - d. An itemization of any accessorial charges should be clearly identified on the freight bill.
  - e. The total dollar amount and billed weight of the freight bill should reflect the summation of line item dollar amounts and billed weights where applicable.
  - f. The name, street address, city, state, and zip code of the companies designated as the shipper, consignee, and bill to (when applicable).
  - g. The actual and billed weight where applicable.
  - h. The freight term "prepaid" (P) or "collect" (C) or "third party."
2. While it is not a requirement, freight bills which are accompanied by an itemized add-tape or a statement eliminates a billing control function normally performed by Cass and may expedite the processing time at Cass Information Systems.
4. After basic requirements have been met, the Hagemeyer North America, Inc. specific requirements, which follow, must be adhered to in order to complete your invoice preparation.

### III. CLIENT SPECIFIC BILLING REQUIREMENTS

#### A. **TYPES OF INVOICES THAT CAN BE PROCESSED IN PAPER (HARD-COPY) FOR HAGEMEYER**

- ◆ Outbound prepaid shipments
- ◆ Inbound shipments
- ◆ Interfaculty
- ◆ Third Party
- ◆ Balance Due invoices
- ◆ Separately Billed Accessorials
- ◆ Statement Billings

**Outbound-** There is no supporting documentation requirements for these shipments.

**Inbound shipments-** There are no supporting documentation requirements for these shipments.

**Inter-facility-** There are no supporting documentation requirements for these shipments.

**Third Party invoices-** Invoice must reference a valid Hagemeyer PO number or Hagemeyer Bill to Site Code. If the required information is not available, the invoice will be considered an exception. The invoice will be rejected and presented on Cass's website for Hagemeyer approval

Third party spot quote invoicing requirements- Third party spot quote invoices must be accompanied by the spot quote authorization form or printed email. If the required information is not available, the invoice will be considered an exception. The invoice will be rejected and presented on Cass's website for Hagemeyer approval

- Valid PO formats are as follows: XX#####A where X represents any letter or number, # represents any number and A represents one of the following four characters: B, D, S, or P. **PO Examples:** W3-48294-S, 95-33215-S (Original PO will contain dashes)
- Valid site code formats are as follows:  
Cambar Format: CBXX where XX is the 2 character site code i.e. CB01  
Tristate Format: TR### where ### is the 3 digit site code i.e. TR123  
X represents any letter or number, # represents any number.

**Balance Due-** There is no supporting documentation requirements for these shipments.

**Separately Billed Accessorial-** There is no supporting documentation requirements for these shipments.

**Statement Billing-** All statement billings will be GL account coded. If GL account coding is not present the invoice will be rejected to the carrier for correction

## ***B. TYPES OF INVOICES THAT CAN BE PROCESSED VIA EDI FOR HAGEMEYER***

- ◆ Inbound Collect
- ◆ Outbound Prepaid – Note: Interfaculty invoices will be treated as Outbound Prepaid
- ◆ Third Party (and third party spot quote invoices)
- ◆ Balance Due Charges
- ◆ Separately Billed Accessorials

### **Types of invoices that will be billed to Cass in paper (hard-copy):**

- Third party spot quote invoices.

Hagemeyer  
C/O Cass Information Systems  
PO Box 67  
St. Louis, MO 63166

## ***C. INVOICE REQUIREMENTS***

### **. Invoice Requirements:**

#### **Inbound**

- Inbound invoices must reference the vendor’s Bill of Lading #.
- The Consignee N103 & N104 fields must be populated with the Carrier Account # information.
- Reference the Hagemeyer Purchase Order (PO) information.

#### **Outbound**

- Outbound invoices must reference the Hagemeyer Bill of Lading #.
- The Shipper N103 & N104 fields must be populated with the Carrier Account # information.
- Reference the Hagemeyer Purchase Order (PO) information.
- Reference the Hagemeyer Ship Order (SO) information.

#### **Third Party**

- Third party invoices must reference a valid Hagemeyer PO number or chargeable site code.
- The Bill To information must be populated including the N103 & N104 fields which must be populated with the Carrier Account # information.

**Spot Quote Invoices-** The words “SPOT QUOTE” must be populated in the K101 field of the invoice header. Note: **Third party spot quote** invoices must be billed in paper.

#### **Balance Due**

- Outbound invoices must reference the Hagemeyer Bill of Lading #.

- The Shipper N103 & N104 fields must be populated with the Carrier Account # information.
- If available, reference the Hagemeyer Purchase Order (PO) information.
- If available, reference the Hagemeyer Ship Order (SO) information
- Field B308 must contain 'BD' as the indicator

**Separately Billed Accessorial**

- Outbound invoices must reference the Hagemeyer Bill of Lading #.
- The Shipper N103 & N104 fields must be populated with the Carrier Account # information.
- If available, reference the Hagemeyer Purchase Order (PO) information.
- If available, reference the Hagemeyer Ship Order (SO) information
- Field B308 must contain 'AD' as the indicator

**D. Field Edits:**

- Application receiver's code must be valid.
- Vendor or Hagemeyer's Bill of Lading Number must be present.
- For third party invoices either a valid Hagemeyer PO number or chargeable site code must be present.
- Valid PO formats are as follows: XX#####A where X represents any letter or number, # represents any number and A represents one of the following four characters: B, D, S, or P. The PO should be no greater or less than 8 characters in length. Remove any embedded dashes.
- Valid SO formats are as follows: XX##### where X represents any letter or number and # represents any number. The SO should be no greater or less than 9 characters in length. Remove any embedded dashes.
- Valid site code formats are as follows:  
Cambar Format: CBXX where XX is the 2 character site code i.e. CB01  
Tristate Format: TR### where ### is the 3 digit site code i.e. TR123  
 X represents any letter or number, # represents any number.

**E. Accessorial Charge Codes:**

Certain accessorial charge codes are captured and validated for reporting to Hagemeyer. Therefore, accessorial charges must be reported, if applicable in the Electronic processing record. The following table contains samples of accessorial charge codes. Additional codes will be identified and added to this list as testing progresses.

<b>FB DESCRIPTION</b>	<b>CODE</b>
Detention	DET
Fuel Surcharge	FUE
Fuel Surcharge	405
Stop-Off	SOC

<b>FB DESCRIPTION</b>	<b>CODE</b>
Discount	DSC
Deadhead Miles	DMC
Driver Unload	LDL
Truck Ordered Not Used	VFN
Layover	LAY
Reconsignment	RCC
Redelivery	RCL
Return Charges	RET
Specialized Equipment	SEC
Team	EXD
Weekend Delivery	DEL

**Note:** The line-haul portion of the invoice may be identified as BAS. This will not be considered an accessorial charge.

### Field Values for EDI Billing Elements

The following table of data element values is to be used for preparation of data elements for the transmission. Unless specified below, present the data elements with the values specified in Section 6 of the EDI manual.

**210 Identifier**                      **Description**                                      **Value**  
**Interchange Header** – Please see the attached ISA Header information, in addition to the Carrier Information Sheet.

**Functional Group Header**

GS02 (142)	Application Sender’s Code	Mutually defined (Usually SCAC)
GS03 (124)	Application Receiver’s Code	Cass will provide

**Bill of Lading Number**

B303 (145)	Shipment ID Number	Bill of Lading Number or Vendor Number
B304 (146)	Shipment Method of Payment	Payment Terms “PP”, “CC” or “TP”
B308 (202)	Correction Indicator	“BD” – Balance Due Billing “AD” – Separately Billed Extra Charge
B312 (373)	Ship Date	YYYYMMDD
N901 (128)	Reference ID Qualifier	“PO”
N902 (127)	Reference ID Number	Hagemeyer PO Number
N901 (128)	Reference ID Qualifier	“SO”
N902 (127)	Reference ID Number	Hagemeyer SO Number
N901 (128)	Reference ID Qualifier	“LU”
N902 (127)	Reference ID Number	Chargeable Hagemeyer Site Code
K101 (61)	Free Form Message	“SPOT QUOTE”

**100 Loop**  
**Shipper Information**

N101 (98)	Entity ID Code	“SH” – Shipper
N102 (93)	Shipper	Shipper Name
N103 (66)	ID Code Qualifier	“ZZ”
N104 (67)	ID Code	Carrier Account #
N401 (19)	Origin City	
N402 (156)	Origin State	
N403 (116)	Origin Postal Code	

**Consignee Information**

N101 (98)	Entity ID Code	“CN” – Consignee
N102 (93)	Consignee	Consignee Name
N103 (66)	ID Code Qualifier	“ZZ”
N104 (67)	ID Code	Carrier Account #
N301 (166)	Consignee Address	
N401 (19)	Destination City	
N402 (156)	Destination State	
N403 (116)	Destination Postal Code	

**Bill To Information (Required for Third Party invoices)**

N101 (98)	Entity ID Code	“BT” – Bill To
N102 (93)	Bill To Party	Bill To Name
N103 (66)	ID Code Qualifier	“ZZ”
N104 (67)	ID Code	Carrier Account #
N301 (166)	Bill To Address	
N401 (19)	Bill To City	
N402 (156)	Bill To State	
N403 (116)	Bill To Postal Code	

**End 100 Loop**

**Example of Carrier EDI Invoicing Reject Report**

**Cass Information Systems  
Rejected EDI Freight Bill Transactions**

<u>PRO NUMBER</u>	<u>B/L NUMBER</u>	<u>AMOUNT</u>	<u>REASON</u>
1310409	0087654321	1,500.00	CONTAINED INVALID DATA
3551103	2000012345	1,821.00	MISSING REQUIRED DATA
1234	5554	350.00	INVALID FORMAT

If these rejected transactions can be corrected, please transmit them again. If not, please contact the originator for missing information:

**Note: this reject report is emailed to the carrier.**

#### **IV. INVOICE MAILING INSTRUCTIONS**

- A. Envelopes should be addressed using the +4 zip codes and proper state abbreviations.
- B. If possible, please use either bar coded or pre-printed envelopes.
- C. Do not use “attention,” etc., in the address, as this delays routing to the processing departments. Such additions will also often delay post office delivery due to their sophisticated address readers.
- D. To expedite payment of each type of invoice, please use the following contacts and addresses when complying with the instructions referred to in the BILLING REQUIREMENTS section of this manual.
  - 1. If assistance is required to supply or verify necessary billing information, contact the originator of the invoice or Cass’ Information Center at 314-506-5959.
  - 2. Invoices to be mailed directly to Cass Information Systems should be sent to:

Hagemeyer North America, Inc.  
c/o Cass Information Systems, Inc.  
P.O. Box 67  
St. Louis, MO 63166-0067

**V. PAYMENT INFORMATION & INQUIRY**

**A. REMITTANCE ADVICE & CHECK**

All freight bills processed by Cass Information Systems, Inc. for payment are reported individually to the submitting carrier with their check (EXHIBIT #1). Cass provides the following information to the carrier with each payment:

1. Carrier Remitting Location
2. Our Mutual Clients
3. Freight Bill Pro Number
4. Freight Bill Amount
5. Any deductions made resulting from corrections

In the event of a duplicate billing, the check number pertaining to the originally paid freight bill also appears on the remittance advice. If a freight bill has rejected for a reason other than being a duplicate, this will be indicated along with any payments for your company. The pro number and dollar amount will be listed on the remittance advice along with a brief explanation of why the bill was not paid.

(EXHIBIT #1)SAMPLE REMITTANCE CHECK

KEY:

- |  |  |
|--|--|
| A - Check Date   | F - Customer Code for use in the computerized inquiry system |
| B - Carrier Access Code for use in the computerized inquiry system | G - Customer Name  |
| C - Carrier Name   | H - Reject Reason  |
| D - Check Number   |  |
| E - Pro Number   |  |

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A	B	C	D		
01/01/01	123456	ABC Trucking Co.	Chk # XXXXXX		
pro number	shpr #	customer	amt billed	difference	amt paid
E	F	G			
1234	02060	Hagemeyer North America, Inc.	100.00		100.00
5678	02060	Hagemeyer North America, Inc.	100.00		100.00
9012	02060	Hagemeyer North America, Inc.	100.00	100.00	.00

H

rejected: duplicate processed 00/00/00 chk #00000000  
pro number 9012

3456	02060	Hagemeyer North America, Inc.	100.00	20.00	80.00
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audit charge: rate error; will include audit explanation

Total	400.00	120.00	280.00
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REMITTANCE ADVICE

	No. XXXXXX
01/01/01	\$280.00
Pay to: ABC Trucking 1 First Street One City, MO 11111	
	_____ Authorized Signature
XXXXXX: 11111111:00000000	

**VI. GENERAL PROCEDURES FOR HANDLING RETURNED BILLS**

A. When billing guidelines, as stated in this manual, are not met, we will be unable to process and pay your invoice. In most cases, the rejected invoice(s) will be returned to you, attached to a form advising you of the requirement(s) which was not met. Upon receipt of returned invoices, the following steps should be taken:

1. Review the rejected invoice and read the reject notice to which it is attached. The notice will describe the nature of the problem.
2. If you are able to amend the invoice, please do so and return the invoice to Cass Information Systems.

(NOTE: *This would be a good time to review the procedures to ensure that all future invoices are submitted with all proper documentation and required information.*)

3. If assistance is required to supply or verify necessary billing information, contact the originator of the invoice
  4. If clarification is needed on a particular problem, contact Cass' Information Center at 314-506-5959.
- B. To avoid delay in notifying you of unpaid invoices, the remittance portion of your check also references those invoices being returned. Please review these regularly to ensure accurate billing methods.
- C. The following pages define specific reasons billings may be rejected from processing and suggested solutions to ensure payment processing.

## **VII. PROCEDURES FOR HANDLING REJECTED HAGEMEYER NORTH AMERICA, INC. BILLS**

### **Reject Reason: Bill of Lading - Requirements Incomplete**

Computerized Message: The Bill of Lading Documentation was Incomplete.

Definition: The vendor's Bill of Lading number must be referenced on all shipments for Hagemeyer

Suggested Action: Obtain the Bill of Lading number from the originator and reference it on all invoices.

### **Reject Reason: Customer Approval Required**

Computerized Message: The customer's approval is needed for this bill.

Definition: Some invoices may be routed to the customer for review if Cass cannot determine one of the billing requirements, or if the client has requested to review certain invoices prior to payment.

Suggested Action: Invoices that show 'Routed to Customer' are still pending. You can check the status online, or with Carrier Payment Services.

### **Reject Reason: Declined Balance Due Bill**

Computerized Message: This balance due bill was declined.

Definition: The original invoice was reduced to reflect the existing rate quoted in the filed tariff or an incorrect discount was applied. The balance due invoice cannot be accepted based on the rate information available.

Suggested Action: If you are not in agreement, provide a copy of the current tariff/contract authority and resubmit the balance due bill directly to Cass Information Systems Auditing Department. Refer to the Invoice Mailing Instructions in section IV of this document.

### **Reject Reason: Dollar Amount Not Listed or Illegible**

Computerized Message: We are unable to ascertain the freight bill amount.

Definition: A bill was submitted that did not clearly indicate the amount to be paid.

Suggested Action: Adjust the bill and resubmit to Cass for payment. Refer to the Invoice Mailing Instructions in section IV for address information.

### **Reject Reason: Duplicate Freight Bill**

Computerized Message: This duplicate freight bill was previously paid.

**Definition:** A freight bill referencing a unique pro number was processed more than once.

**Suggested Action:** If the invoice is a corrected bill, make sure it is clearly identified as such on the invoice. If the bill is a balance due invoice, forward it to Cass Information Systems Audit Department. Refer to the Invoice Mailing Instructions in section IV of this document.

**Reject Reason: Exceeds Ship Date Edit**

**Computerized Message:** We are not authorized to pay a bill of this age.

**Definition:** Bills older than 365 days, or prior to 10/15/09 require approval.

**Suggested Action:** A bill over 365 days, or prior to 10/15/09 requires prior approval. This invoice will be routed to the customer for review.

**Reject Reason: Invalid Receiving Location**

**Computerized Message:** We are not authorized to pay this receiving location.

**Definition:** Cass validates all Hagemeyer North America, Inc. receiving locations against an on-line Geographic database to ensure that a valid city/state combination is being entered.

**Suggested Action:** Contact the originator for the valid receiving location and reissue the bill

**Reject Reason: Invalid Shipping Location**

**Computerized Message:** We are not authorized to pay this shipping location.

**Definition:** Hagemeyer North America, Inc. defines the shipping locations for which freight and warehouse bills can be paid. Cass Information Systems does not have the authority to pay freight charges for this location.

**Suggested Action:** Contact the originator directly for the valid shipping location and reissue the invoice.

**Reject Reason: Lacking Required Coding**

**Computerized Message:** The bill was missing some required information.

**Definition:** A freight bill was presented in Data Entry without proper coding. The bill is then routed to Cass' Screening Department for correct coding. This procedure has been put in place to ensure quality processing for Hagemeyer North America, Inc. .

**Suggested Action:** Since this is an internal reject reason, no action is required by the carrier.

**Reject Reason:** **Lacking Required Data**

**Computerized Message:** The bill was missing some required information.

**Definition:** This occurs when an invoice or a legible Hagemeyer North America, Inc. bill of lading does not provide our Data Entry Department with the required data, such as:

- \* carrier name, address
- \* bill of lading number
- \* pro number
- \* shipping city, state
- \* receiving city, state
- \* invoice date
- \* ship date
- \* line item ship weight
- \* line item freight charge
- \* total shipment freight charges

**Suggested Action:** If a complete Hagemeyer North America, Inc. bill of lading is not available, contact the originator for a copy of the bill of lading. Otherwise, correct the invoice and mail with documentation to Cass Information Systems. Refer to the Invoice Mailing Instructions in section IV of this document.

**Reject Reason:** **Line Item Amounts Do Not Equal Total**

**Computerized Message:** The line item amounts did not equal the bill total.

**Definition:** \* The sum of the accessorial charges alone was greater than the freight bill amount.

\* Sum of the individual lines totals did not equal the total freight bill amount.

**Suggested Action:** Verify accuracy of billed amounts for each bill of lading number. Adjust if incorrect, and resubmit the invoice to Cass Information Systems.

**Reject Reason:** **Prepaid Bill - Requirements Incomplete**

**Computerized Message:** This prepaid bill did not meet our customer's requirements.

**Definition:** A prepaid bill was submitted that did not reference all required data on either the invoice or bill of lading. Our pre-payment manual screening process checks each bill for the following required data:

- \* pro number
- \* invoice date
- \* bill of lading number
- \* shipping city, state
- \* receiving city, state
- \* ship date
- \* ship weight
- \* billed weight
- \* line item freight charge
- \* total shipment freight charges

**Suggested Action:** Resubmit bill to Cass using required data and a bill of lading. If data or backup is unavailable, contact the originator for the necessary documentation.

**Reject Reason: Pro Number not listed or Pro Number illegible**

**Computerized Message:** A number to identify the bill was not available or the pro number for this invoice was illegible.

**Definition:** The invoice number (pro number) was not clearly defined or was illegible.

**Suggested Action:** Clearly identify the invoice pro number and resubmit the invoice to Cass.

**Reject Reason: Special Charges - Requirements Incomplete**

**Computerized Message:** The documentation for special charges was incomplete.

**Definition:** Third party spot quote invoices must be accompanied by the spot quote authorization form or printed email

**Suggested Action:** Attach the required documents and resubmit the invoice to Cass. If you do not have the documents contact the originator.

**Reject Reason: Fails Customer Specified Edit**

**Computerized Message:** The documentation did not meet the customer's requirements.

**Definition:** Possible illegible ship weight or rate.

**Suggested Action:** Resubmit a legible copy of the freight bill and bill of lading.

**Reject Reason:           Unauthorized Customer Name**

Computerized Message: We are not authorized to pay the company shown on your bill.

Definition:               Cass is not authorized to pay freight bills for the company division noted on the bill.

Suggested Action:       We are requesting authorization. If this message persists, contact Cass's Carrier Payment Services department for further information.