



HAGEMEYER®

Transportation Manager

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Transportation Providers for Hagemeyer North America

Dear Billing Dept:

Effective with **November 2, 2009** ship dates, **Hagemeyer** will be using Cass Information Systems ("Cass") in St. Louis for our freight invoice payment processing. As you may already know, Cass' standard platform will provide you visibility to remittance detail, freight bills declined for payment, and freight bills authorized for payment.

Please allow this letter to serve as your authorization to mail hard copy invoices to:

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

Please refer to our billing guide for specific instructions to be followed when billing Cass for Hagemeyer services:

<http://www.hagemeyerna.com/Resources/Supplier-Routing-Guide.aspx>

It is important that any problems and/or inquiries that you may have regarding your invoices are handled promptly and efficiently. To help you with payment status or inquiries, Cass provides payment inquiry services. The Internet and Interactive Voice Response (IVR) are available 24 hours a day, 7 days a week. General instructions for using these services are also attached.

Please update your records accordingly. We thank you for your continued cooperation.

Sincerely,

Stephen Romberg
Transportation Manager

Need Payment Information?

3 *EASY* Cass Methods

1.) Internet Inquiry

1. Visit the Cass Homepage at www.cassinfo.com and click on "Internet Services Login" at the top right of the screen **OR** go directly to <https://my.cassport.com>
2. Enter your Login ID and Password. (If you are not yet registered, you may click on "Register Now" to complete the quick, simple request. Your Login ID and Password will be e-mailed to you within 2 business days).
3. After logging in you may inquire on specific invoice numbers, check remittances, payment status and run various reports.

Helpful Hint: Be sure to bookmark this page for easy reference in the future!

Advantages of Cass' Internet Inquiry System include:

- ◆ Available **24** hours per day, **7** days per week.
- ◆ Password protection so that only your registered employees may view your company's freight bills.
- ◆ Eliminates long-distance phone calls to Cass or your customer.
- ◆ Multiple inquires can be made. There is **no limit** on how many numbers you can key in, and the response will list the status of each bill. You may enter up to 15 pro numbers in the Inquiry field, separated by commas.

2.) Carrier Payment Services Information Center

Additional Assistance from our Payment Information Representatives

1. Dial (314) 506-5959
 2. Representatives are available from **8:00 am** until **5:00 pm** Central Time.
 3. Have your questions ready to ask our Payment Information Representatives.
- ◆ More data is available, including more detail for reject reasons than the IVR.

3.) Integrated Voice Response (IVR)

Payment information by touch-tone telephone **24** hours per day, **7** days per week

1. Dial (314) 770-1202
 2. A computerized voice will ask for your access code (carrier access codes are printed on all Cass check remittance advices).
 3. Enter the pro number(s) to obtain payment information (special instructions for entering alpha characters).
- ◆ The IVR is limited to 10 minutes per call.

FOR SPECIFIC REQUIREMENTS SEE BILLING GUIDE:
<http://www.hagemeyerna.com/Resources/Supplier-Routing-Guide.aspx>