

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’s easy to find: it’s available from our website’s Home page. It’s also easy to use—no login or password is required!

1. From RateLinx’s home page, display the Contents boxes and click on the Carriers Area icon to open the Online Payment Tracking page.

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

- [Inquiring by Complete Freight Bills](#)
- [Inquiring by Partial Freight Bills](#)
- [Inquiring by Billing Date](#)

Inquiring by Complete Freight Bills (Invoices)

You can enter up to 20 invoices at a time; 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. Do not enter dashes, spaces, periods, or other invoice formatting characters. Press Enter after typing each number.
SCAC	Your SCAC.

- Click on the checkbox to indicate that you are not a robot.
The system confirms that you're a valid user by replacing the checkbox with a checkmark.

- 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)

You can enter up to 20 invoices at a time. If you're searching by partial numbers, you **must** click on the Begins With option button in order for the search to be successful.

- 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 Freight Bill or Invoice Number that you're looking for. Do not enter dashes, spaces, periods, or other invoice formatting characters. If you're entering multiple numbers, you must press Enter after each number so that they're on separate lines within the field.
SCAC	Your SCAC.
Begins With option button	Enter the beginning characters; you must also complete the SCAC and Billed Within date fields.
Billed Within	The range of dates when the invoice was billed. You cannot go beyond a six-month date range.

2. Click the Search button. One of two things happens:
 - 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 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 show you all of your 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 SCAC.
3. Click Search. 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.

Viewing the Results

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Integrated Shipping Intelligence.

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

6 Result(s) retrieved.

Display results per page: 20 [Export To Excel](#) [Request Additional Data](#)

PRO NUMBER	CARRIER CODE	STATUS	RELEASED DATE	CHECK NUMBER	BILL DATE	CFF DATE
516220144	CNWX	Waiting for client to fund		NONPAY	01/15/2018	02/08/2018
517887750	CNWX	Waiting for client to fund		NONPAY	01/15/2018	01/25/2018
512334083	CNWX	Invoice paid	02/08/2018	ACH00326280	01/15/2018	01/22/2018
512341061	CNWX	Invoice paid	02/08/2018	ACH00326280	01/15/2018	01/22/2018
514397336	CNWX	Invoice paid	02/08/2018	ACH00326280	01/15/2018	01/22/2018
514958192	CNWX	Invoice paid	02/08/2018	ACH00326280	01/15/2018	01/22/2018

[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 Online Payment Tracker displays its findings in an easy-to-read report. The explanation of each of the columns is below:

Column Heading	Description
Pro Number	The Freight Bill/Invoice Number you entered on the Search page.
Carrier Code	Your SCAC.

Column Heading	Description	
Status	The Location of the invoice within RateLinx's Audit system:	
	Being reviewed by Customer	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.
	Will be placed on next funding	The invoice is ready to go on the client's weekly funding report.
	Invoice paid	The invoice was paid at the amount listed in the Net Amount column
	Waiting for client to fund	The invoice is on the client's funding report; RateLinx is waiting for approval to pay.
	Being audited by RateLinx	Invoice is being reviewed by an auditor
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.

To request the additional information

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

The application asks you to enter your email address.

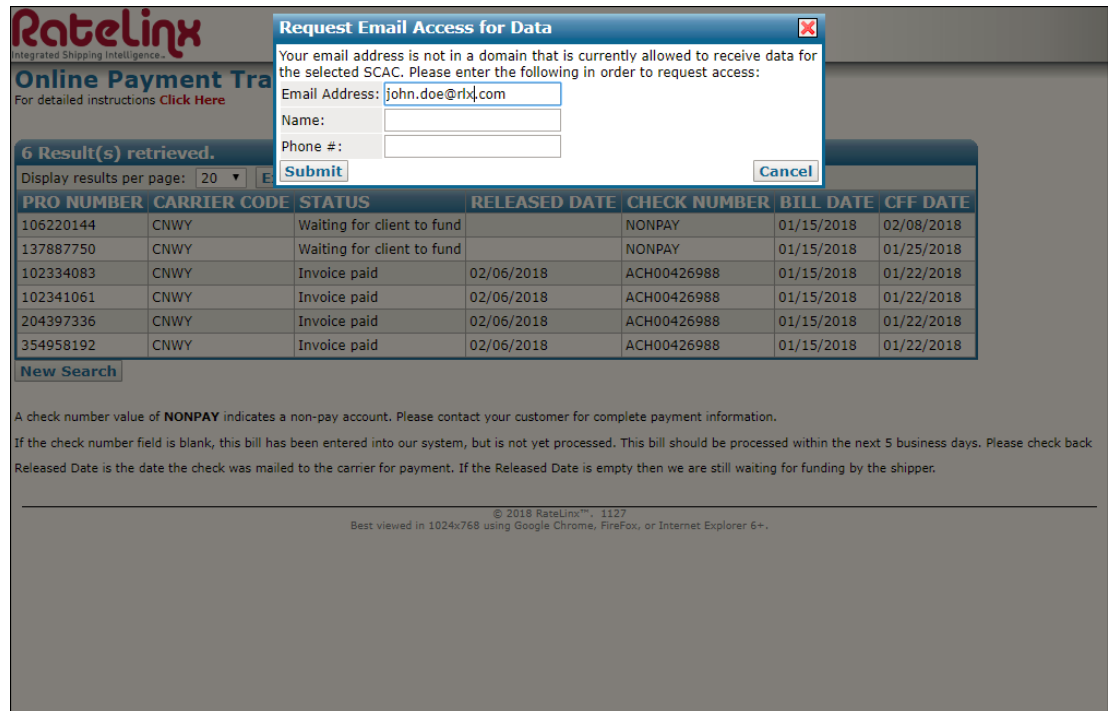
The screenshot shows a web application interface. At the top, there is a 'Request Additional Data' dialog box with an 'Email Address:' input field, a 'Submit' button, and a 'Cancel' button. Below the dialog, a search results table is displayed. The table has columns for PRO NUMBER, CARRIER CODE, STATUS, RELEASED DATE, CHECK NUMBER, BILL DATE, and CFF DATE. There are 6 results listed. Below the table, there is a 'New Search' button and a note explaining that a check number value of 'NONPAY' indicates a non-pay account. At the bottom, there is a footer with copyright information: '© 2018 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
106220144	CNWX	Waiting for client to fund		NONPAY	01/15/2018	02/08/2018
137887750	CNWX	Waiting for client to fund		NONPAY	01/15/2018	01/25/2018
102334083	CNWX	Invoice paid	02/06/2018	ACH00426988	01/15/2018	01/22/2018
102341061	CNWX	Invoice paid	02/06/2018	ACH00426988	01/15/2018	01/22/2018
204397336	CNWX	Invoice paid	02/06/2018	ACH00426988	01/15/2018	01/22/2018
354958192	CNWX	Invoice paid	02/06/2018	ACH00426988	01/15/2018	01/22/2018

2. Type your email address and click Submit.

One of the following happens:

- If you're a valid user, RateLinx verifies that you are a valid employee of the carrier and submits a request for the data.
You'll receive an email as soon as possible with the requested data attached.
- If you've not requested and received employee validation, you won't be able to view the additional information, so the system asks you for your name and phone number.



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

The system sends an email to RateLinx alerting us that you would like to view this information. We then validate your email address, grant you access, and notify you that you can now view the information.

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 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. **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.