

Thank you for being a valued carrier for C. H. Robinson Worldwide, Inc. We appreciate how hard you work to keep our business moving smoothly. Our goal is to return the favor, making it easier for you to do business with us and strengthening our business relationship.

That's why we created the Quick Pay program. With Quick Pay, you can receive payments much faster than the normal pay cycle of 20 days for a discount (currently 2% off the gross amount owed at the time of payment). There are two ways to obtain payment:

1. EFT
  - Electronic Funds Transfer
2. T-Chek Express Code
  - You will receive a 16- or 24-digit express code for your payment. You will need a 4-digit pin number to obtain the express code. Your payments will be on hold until you receive the 4-digit pin in the mail. You are required to call into C.H. Robinson Carrier Services (800-326-9977) to activate your pin number; at that time, we will flag your account for T-Chek Express Code.

In this packet you will find information about each of these two options and answers to your questions regarding:

- Step-by-step Guide on How to Submit Paperwork to Get Paid
- When Do I Get Paid?
- How to change your payment option (EFT or T-Chek Express Code).
- Additional questions?

Please take a moment now to review this information and keep it close by so you can refer to it often. If you have any feedback about Quick Pay or anything else, please send an e-mail to

[CAFinancial@chrobinson.com](mailto:CAFinancial@chrobinson.com).

## Step-by-step Guide on How to Submit Paperwork to Get Paid

- [Carrier Payments Guide](#) - Refer to and review the simplest and fastest methods within the step-by-step guide with tips for submitting required and legible paperwork so you can get paid.



## When Do I Get Paid?

C.H. Robinson receives your complete, legible paperwork—invoices, bills of lading, lumper receipts, etc., within 2 business days (not on Saturday, Sunday, or certain National Holidays), we release payment. ***The release date is the day we give notice to release the funds, not the day you receive payment.***

### To calculate approximately when funds should be available to you:

- **Estimate when C.H. Robinson should receive your complete, legible paperwork to start the 2 business day clock.** Our billing centers are staffed from 7 a.m. until 4 p.m. CST and paperwork is officially received only during those hours. Please send paperwork one time, unless contacted for additional documents.
- **Estimate when your bank will receive C.H. Robinson's funds.** Once C.H. Robinson has released the funds to your bank, based on the guidelines above, each bank has their own processing procedure as to when the funds will be available in your account. Please consult with your financial institution for further information regarding electronic deposits.
- **Take into account the payment option you've selected.** If you selected T-Chek Express Code payment option, and the release date is Monday at 5 p.m., your funds will be available sometime Tuesday morning. Please see the bullet point above regarding EFT payment option.

The easiest way to find out when you'll be paid is to sign up at [www.navispherecarrier.com](http://www.navispherecarrier.com). On our carrier website, you can check payment status, find live loads, and post available equipment. Sign up for this free service now.

### Changing your payment option

- To change your payment option please call Carrier Services Call Center. 800-326-9977

## Additional Questions?

- **Navisphere Carrier**  
Our carrier website is a great resource for additional information regarding Quick Pay and load paperwork. You can find us at: [www.navispherecarrier.com](http://www.navispherecarrier.com).
- **Carrier Services Call Center**  
Please give 2 business days to process your paperwork before calling to inquire on the status of your payment.  
800-326-9977  
Hours: 6:30 a.m. – 6:00 p.m. CST, Monday-Friday



T-Number: \_\_\_\_\_

# APPENDIX A

## QUICK PAY DISCOUNT AGREEMENT

**Quick Pay Discount Program:** C.H. Robinson's Quick Pay Program provides contracted motor carriers with the ability to choose to receive completed shipment compensation faster than the standard contracted payment period in exchange for agreeing to a discount on the contractually agreed shipment compensation amount ("Quick Pay Program").

**Terms and Conditions:** If you choose to participate in the Quick Pay Program, you (Carrier) and party to a Contract for Motor Contract Carrier Services (Contract) with C.H. Robinson, expressly acknowledge and agree to the following Quick Pay Program terms and conditions (Terms and Conditions) that relate to and govern Carrier's participation and/or continued participation in the C.H. Robinson Quick Pay Program:

1. All Carriers who entered into the Contract with C.H. Robinson on or after March 20, 2016, made their request to participate in and registered for the Quick Pay Program as part of the RMIS Carrier Registration processes.
2. All Carriers who entered into the Contract with C.H. Robinson before March 20, 2016, made their request to participate in and register for the Quick Pay Program by filling out and providing to C.H. Robinson a completed Quick Pay Discount Agreement.
3. As of March 20, 2016, the Quick Pay Program and all Carriers' participation in the Quick Pay Program are governed by these Terms and Conditions.
4. By participating in the Quick Pay Program, Carrier is expressly requesting that C.H. Robinson make early payment to Carrier of the freight charges earned by Carrier pursuant to the terms of the Contract, such early payment by C.H. Robinson in exchange for a discount of the agreed compensation earned by Carrier as provided for in Article 3 of the Contract.
5. Upon final delivery of a shipment by Carrier and after providing the necessary documents to confirm the satisfactory completion of Carrier's responsibilities regarding the shipment (i.e. the shipment was delivered on-time and/or without suffering loss or damage to the freight being transported) pursuant to the Contract, C.H. Robinson agrees to pay to Carrier the amount of the freight bill as confirmed by Robinson, less a discount of two point zero percent (2.0%) of the gross freight bill amount (Discounted Amount). C.H. Robinson may determine to revise this discount rate from time to time, and will notify Carrier of any increase to the discount rate in accordance with the notice requirements set forth in these Terms and Conditions.
6. Upon receiving the necessary documents (and after allowing for a reasonable processing time), C.H. Robinson will release payment of the Discounted Amount to Carrier within two (2) business days. The Discounted Amount will be paid to Carrier in the manner designated by Carrier in the Contract, which may consist of (a) depositing via electronic funds transfer (EFT) into Carrier's identified bank account, or (b) depositing into Carrier's T-Chek Account, or (c) issuing a T-Chek Authorization number to Carrier, or (d) delivery of check.



7. Instituting payment to Carrier within the Quick Pay Program and the first issuance of processing of the initial Quick Pay Program payment will take up to ten (10) business days from the receipt by C.H. Robinson of Carrier's request to participate in the Quick Pay Program.
8. C.H. Robinson may determine, in its sole discretion, to provide alternative, lower discounts rates to Carriers as part of various motor carrier incentive and/or reward programs sponsored by C.H. Robinson (i.e. including but not limited to C.H. Robinson's Carrier Advantage™ Program). If a Carrier qualifies for a lower discount rate because of its participation in a C.H. Robinson sponsored incentive and/or reward program, C.H. Robinson may provide such lower discount rate to Carrier without providing notice to Carrier as set forth in these Terms and Conditions. C.H. Robinson will notify Carrier of any increase to the discount rate in accordance with the notice requirements set forth in these Terms and Conditions.
9. C.H. Robinson may change, modify, add to and/or remove from these Terms and Conditions, expressly including increasing the discount rate (Changes) by providing Carrier with fifteen (15) days advance written notice of such Changes. Written notice may be issued to Carrier via a Load Confirmation, as defined in the Contract, or via email to Carrier's last known email address on file with C.H. Robinson, or via facsimile to Carrier's last known facsimile number on file with C.H. Robinson, or via registered mail to Carrier's last known mailing address on file with C.H. Robinson. Upon Carrier's receipt of a written notice identifying a Change, or at any time and for any reason or no reason, Carrier may contact C.H. Robinson at [CAFinancial@chrobinson.com](mailto:CAFinancial@chrobinson.com) or 800-326-9977 and notify C.H. Robinson of Carrier's determination to stop participation in the Quick Pay Program. For the avoidance of doubt, if Carrier disagrees with any Changes, Carrier may stop its participation in the Quick Pay Program and its receipt of the Quick Pay service. Any and all Changes to the Terms and Conditions made by Robinson shall only apply prospectively from the expiration of the notice period notifying Carrier of the Changes.

[END OF APPENDIX A]

\_\_\_\_\_ DATE: \_\_\_\_\_  
 Legal Carrier Name

\_\_\_\_\_ DBA Name

Signature: \_\_\_\_\_  
 (Signature of ONLY the person who authorized the contract)

Printed Name: \_\_\_\_\_

TITLE: \_\_\_\_\_  
 (Owner/Officer of the company)  
 (EX: "Owner", "President", "Vice President", etc.)

<p><b>PAYMENT OPTION: (SELECT ONLY ONE OPTION)</b></p> <p>_____ PAYMENT VIA T-CHEK EXPRESS CODE</p> <p>_____ PAYMENT VIA EFT TO A BANK ACCT          (Please fill out EFT Form on next Page)</p>
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# Electronic Funds Transfer (EFT) Form

**You must include a bank authorization letter with this form. Please print legibly and fax the completed form and bank authorization letter to 312-980-2612 or email to [CAFinancial@chrobinson.com](mailto:CAFinancial@chrobinson.com).**

T# \_\_\_\_\_

Company Name \_\_\_\_\_ Phone \_\_\_\_\_

Email \_\_\_\_\_

Select Country of Bank:  
 United States Bank Account  
 Canadian Bank Account

Select Type of Account:  
 Checking  
 Savings

**Please note US Currency must be deposited to a bank located in the United States. Canadian Currency must be deposited to a bank located in Canada.**

I authorize you and the financial institution named below to automatically debit/credit my account (this includes my authorization to reverse any entries made in error (credit). The authority will remain in effect until I give written notice to cancel it.

NAME AS IT APPEARS  
ON BANK ACCOUNT: \_\_\_\_\_

BANK NAME: \_\_\_\_\_

CITY: \_\_\_\_\_ STATE/PROVINCE: \_\_\_\_\_

ROUTING # (US Banks) or TRANSIT & INSTITUTION # (CAD Banks): \_\_\_\_\_

ACCOUNT#: \_\_\_\_\_

REMITTANCE EMAIL: \_\_\_\_\_

PRINTED NAME: \_\_\_\_\_

(ONLY the person who signed the contract)

SIGNATURE: \_\_\_\_\_

(Signature of ONLY the person who authorized the contract)

By signing this form, you are authorizing the above is a valid bank account for the company associated with the T# above and you can execute this agreement set out above between C.H. Robinson

