



***Online Payment Tracking***  
RLX3

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# Definitions

**Carrier**

A company that transports freight from an origin to a destination.

**Client**

A company that ships freight using a carrier.

**BDB**

Acronym for Balance Due Bill. A supplemental invoice that is submitted because the original invoice was only partially paid.

**Captcha**

A program or system intended to distinguish human from machine input used to thwart spam and automated extraction of data from websites.

**EDI**

Acronym for Electronic Data Interchange. A standard electronic format that replaces paper-based documents such as invoices.

**Freight Bill Number**

Also known as Invoice Number.

**Grid Result Columns Table**

The table format that data displays in after searching in RLX3.

**SCAC**

Acronym for Standard Carrier Alpha Code. A unique multi-letter code used to identify transportation companies.

# Introduction

Use Online Payment Tracking to view the status of an invoice.

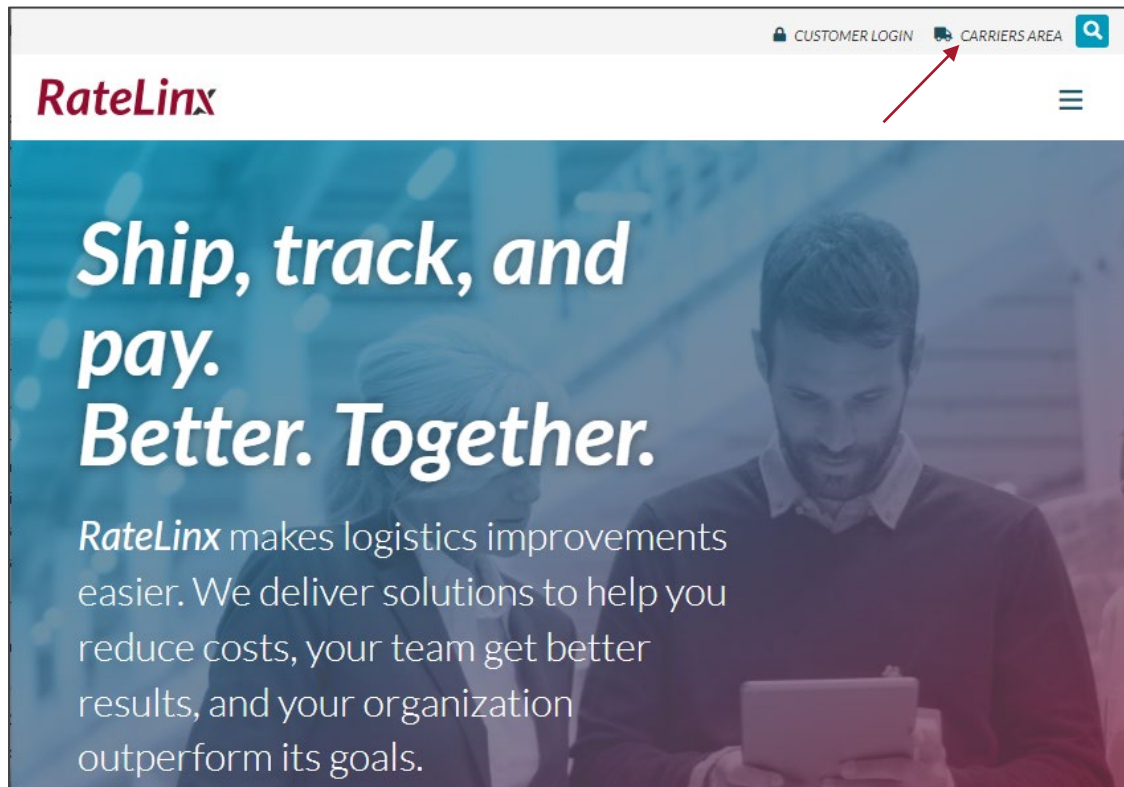
[\*\*Open Online Payment Tracking\*\*](#)

[\*\*Search for Invoices\*\*](#)

[\*\*View Results\*\*](#)

## Open Online Payment Tracking

- > To open Online Payment Tracking, browse to <https://www.ratelinx.com>.
- > Select the Carriers Area link (**red solid arrow**).



- The Online Payment Tracking page loads.

The screenshot shows the 'Payment Tracking' page. At the top, it says 'Please enter the appropriate search criteria below. For a more definitive and precise search, please enter information in as many fields as possible, if known.' Below this is a 'Filters' section on the left with the following fields: PRO Number, Freight Bill Date, SCAC, Check Number, Begin CFF Date, Billed After Or On, Billed Before Or On, and Pro Number Search Type (set to 'Equals'). There are help icons (?) next to most fields. To the right of the filters is a large search area with the message 'No Results found. Please check your filter criteria.' At the bottom left of the filters section is a reCAPTCHA 'I'm not a robot' checkbox. At the bottom right is a circular search button with a magnifying glass icon.

## Search for Invoices

There are several ways to search for Invoices in the Online Payment Tracking page.

**Note:** Select a link for instructions required to complete one of the search variations.

[Search by PRO Number](#)

[Search by Freight Bill Date](#)

[Search by SCAC](#)

[Search by Check Number](#)

[Search by CFF Date](#)

## Search by PRO Number

- > To search by PRO Number, enter at least the first three (3) characters of the PRO Number (**red solid arrow**).
- > Enter the SCAC (**blue dashed arrow**).
- > Enter one of the Date options:
  - > Enter a Freight Bill Date (**green dashed & dotted arrow**).
  - > Enter a Begin CFF Date (**grey dotted arrow**).
  - > Enter a Billed After date and a Billed Before date (**blue double lined arrows**).

**Note:** Both the Bill After and Billed Before dates must be used together.

**Note:** The Billed Before date must not be before Billed After date.

*Example*

Billed Before of 3/1/2022 and Billed After of 4/1/2022 is invalid.

**Note:** The time between the Billed Before and Billed After must be shorter than six (6) months.

- > If the full PRO number was not entered, select the Pro Number Search Type drop-down menu (**purple double dashed arrow**), then change it to "Begins With".
- > Select the "I'm not a robot" checkbox (**green double dotted arrow**).

- > Select the Search (🔍) icon (**red double dashed & dotted arrow**).
- > The **results** display.

**PaymentTracking**

Please enter the appropriate search criteria below. For a more definitive and precise search, please enter information in as many fields as possible, if known.

**Filters**

PRO Number  
064

Freight Bill Date

SCAC  
IPSM

Check Number

Begin CFF Date

Billed After Or On  
4/1/2021

Billed Before Or On  
6/1/2021

Pro Number Search Type  
Begins With

🔍

🔄

reCAPTCHA  
Privacy - Terms

No Results found. Please check your filter criteria.

The screenshot shows a search interface for 'PaymentTracking'. On the left, a 'Filters' sidebar contains several input fields: 'PRO Number' (with '064' entered), 'Freight Bill Date', 'SCAC' (with 'IPSM' entered), 'Check Number', 'Begin CFF Date', 'Billed After Or On' (with '4/1/2021' entered), 'Billed Before Or On' (with '6/1/2021' entered), 'Pro Number Search Type', and 'Begins With'. Below these is a search icon (magnifying glass) and a refresh icon (circular arrow). At the bottom of the sidebar is a reCAPTCHA widget with the text 'I'm not a robot'. On the right, the main search area displays the message 'No Results found. Please check your filter criteria.' Various colored arrows point to specific elements: a red arrow points to the 'PRO Number' field; a green dashed arrow points to the search icon; a blue dashed arrow points to the 'SCAC' field; a black dashed arrow points to the 'Billed After Or On' field; a blue solid arrow points to the 'Billed Before Or On' field; a purple solid arrow points to the 'Pro Number Search Type' dropdown; a green dashed arrow points to the reCAPTCHA widget; and a red double dashed & dotted arrow points to the search icon at the bottom of the sidebar.

## Search by Freight Bill Date

- To search by Freight Bill Date, enter the Freight Bill Date (**red solid arrow**).
- Enter the SCAC (**blue dashed arrow**).
- Select the “I’m not a robot” checkbox (**green dashed & dotted arrow**).
- Select the Search (🔍) icon (**grey dotted arrow**).
- > The **results** display.

The screenshot shows the 'PaymentTracking' search interface. On the left, a 'Filters' sidebar contains several input fields: 'PRO Number', 'Freight Bill Date' (with '1/29/2021' entered), 'SCAC' (with 'IPSM' entered), 'Check Number', 'Begin CFF Date', 'Billed After Or On', 'Billed Before Or On', and 'Pro Number Search Type' (set to 'Equals'). At the bottom of the sidebar is a checkbox labeled 'I'm not a robot' which is checked, and a 'reCAPTCHA' logo. To the right of the sidebar is a large search area with a magnifying glass icon at the bottom right. A red solid arrow points to the 'Freight Bill Date' field, a blue dashed arrow points to the 'SCAC' field, a green dashed & dotted arrow points to the 'I'm not a robot' checkbox, and a grey dotted arrow points to the magnifying glass icon.

## Search by SCAC

- To search by SCAC, enter the SCAC (**red solid arrow**).
- Enter at least one of the following (**blue dashed arrows**):
  - PRO Number
  - Freight Bill Date
  - Check Number
  - CFF Date



- > Select the I'm not a robot checkbox (green dashed & dotted arrow).
- > Select the Search (🔍) icon (grey dotted arrow).
- > The results display.

The screenshot shows the 'PaymentTracking' search interface. On the left, a 'Filters' sidebar contains several input fields: 'PRO Number', 'Freight Bill Date', 'SCAC', 'IPSM', 'Check Number', 'Begin CFF Date', 'Billed After Or On', 'Billed Before Or On', and 'Pro Number Search Type' (set to 'Equals'). To the right of these fields are navigation arrows. At the bottom of the sidebar is a search icon (magnifying glass) and a checkbox labeled 'I'm not a robot' with a green checkmark. A dashed arrow points from the 'I'm not a robot' checkbox to the search icon. The main search area on the right contains the text: 'Please enter the appropriate search criteria below. For a more definitive and precise search, please enter information in as many fields as possible, if known. Please select filters and perform a search in order to display results.'

## Search by Check Number

- > To search by Check Number, enter a Check Number (**red solid arrow**).
- > Select the I'm not a robot checkbox (**blue dashed arrow**).
- > Select the Search (🔍) icon (**green dashed & dotted arrow**).
- > The **results** display.

The screenshot shows the 'PaymentTracking' search interface. On the left is a 'Filters' sidebar with the following fields: PRO Number, Freight Bill Date, SCAC, Check Number (containing 'ACH9876543'), Begin CFF Date, Billed After Or On, Billed Before Or On, Pro Number Search Type (set to 'Equals'), and a 'Reset' button. At the bottom of the sidebar are the 'I'm not a robot' checkbox (checked) and a reCAPTCHA widget. A red solid arrow points to the 'Check Number' field. A blue dashed arrow points to the 'I'm not a robot' checkbox. A green dashed & dotted arrow points to the search icon (magnifying glass) at the bottom right of the sidebar. The main search area on the right contains the text: 'Please enter the appropriate search criteria below. For a more definitive and precise search, please enter information in as many fields as possible, if known. Please select filters and perform a search in order to display results.'

## Search by CFF Date

- > To search by CFF Date, enter the Begin CFF Date (**red solid arrow**).
- > Select the I'm not a robot checkbox (**blue dashed arrow**).
- > Select the Search (🔍) icon (**green dashed & dotted arrow**).
- > The **results** display.

The screenshot shows the 'PaymentTracking' search interface. On the left is a 'Filters' sidebar with the following fields: PRO Number, Freight Bill Date, SCAC, Check Number, Begin CFF Date (containing '2/5/2021'), Billed After Or On, Billed Before Or On, and Pro Number Search Type (set to 'Equals'). At the bottom of the sidebar are a circular refresh icon, a green checkmark next to the text 'I'm not a robot', and a reCAPTCHA logo. The main search area on the right contains the text: 'Please enter the appropriate search criteria below. For a more definitive and precise search, please enter information in as many fields as possible, if known. Please select filters and perform a search in order to display results.' A red solid arrow points to the 'Begin CFF Date' field. A blue dashed arrow points to the 'I'm not a robot' checkbox. A green dashed & dotted arrow points to the magnifying glass search icon at the bottom right of the sidebar.

# View Results

If results are found, they display in the **Grid Result Columns Table** on the right (red solid arrow).

- > Select the Toggle Grid Lines (🔍) icon to **Toggle the Grid Lines** (blue dashed arrow).
- > Select the Export Results (📄) icon to **download** an excel copy of this report (green dashed & dotted arrow).
- > Select the Request Additional Data (📧) icon to **request more data** about this report (grey dotted arrow).

### PaymentTracking

Please enter the appropriate search criteria below. For a more definitive and precise search, please enter information in as many fields as possible, if known.

Filters

PRO Number

064

Freight Bill Date

SCAC

IPSM

Check Number

Begin CFF Date

Billed After Or On

4/1/2021

Billed Before Or On

6/1/2021

Pro Number Search Type

Begins With

8 Results


Page: 1

Per Page: 50

PRO Number	Carrier Code	Status	Check Release Date	Check Number	Bill Date	CFF Date
0641234	IPSM	Waiting for client to fund.		NONPAY	4/29/2021 12:00:00 AM	5/17/2021 12:00:00 AM
0641235	IPSM	Invoice paid		NONPAY	5/11/2021 12:00:00 AM	5/24/2021 12:00:00 AM
0641236	IPSM	Waiting for client to fund.		NONPAY	4/16/2021 12:00:00 AM	5/31/2021 12:00:00 AM
0641237	IPSM	Invoice paid		NONPAY	4/22/2021 12:00:00 AM	5/3/2021 12:00:00 AM
0641238	IPSM	Invoice paid		NONPAY	4/2/2021 12:00:00 AM	5/19/2021 12:00:00 AM
0641239	IPSM	Waiting for client to fund.		NONPAY	4/9/2021 12:00:00 AM	4/19/2021 12:00:00 AM
0645678	IPSM	Waiting for client to fund.		NONPAY	4/12/2021 12:00:00 AM	4/21/2021 12:00:00 AM
0645679	IPSM	Waiting for client to fund.		NONPAY	4/30/2021 12:00:00 AM	5/17/2021 12:00:00 AM

Page: 1

## Toggle Grid Lines

- To change the Grid Lines in the **Grid Result Columns Table**, select the Toggle Grid Lines () icon.
- Select All Lines, Column Lines, Row Lines, or None from the drop-down menu (**red solid arrow**) to indicate which grid lines to display in the Grid Result Columns Table.
- The Grid Result Columns Table updates immediately.

**PaymentTracking**

Please enter the appropriate search criteria below. For a more definitive and precise search, please enter information in as many fields as possible, if known.

**Filters**

PRO Number  
064

Freight Bill Date

SCAC  
IPSM

Check Number

Begin CFF Date

Billed After Or On  
4/1/2021

Billed Before Or On  
6/1/2021

Pro Number Search Type  
Begins With

**8 Results**

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Per Page: 50

PRO Number	Row Lines	Status	Check Release Date	Check Number	Bill Date	CFF Date
0641234	None	Waiting for client to fund.		NONPAY	4/29/2021 12:00:00 AM	5/17/2021 12:00:00 AM
0641235		Invoice paid		NONPAY	5/11/2021 12:00:00 AM	5/24/2021 12:00:00 AM
0641236	IPSM	Waiting for client to fund.		NONPAY	4/16/2021 12:00:00 AM	5/31/2021 12:00:00 AM
0641237	IPSM	Invoice paid		NONPAY	4/22/2021 12:00:00 AM	5/3/2021 12:00:00 AM
0641238	IPSM	Invoice paid		NONPAY	4/2/2021 12:00:00 AM	5/19/2021 12:00:00 AM
0641239	IPSM	Waiting for client to fund.		NONPAY	4/9/2021 12:00:00 AM	4/19/2021 12:00:00 AM
0645678	IPSM	Waiting for client to fund.		NONPAY	4/12/2021 12:00:00 AM	4/21/2021 12:00:00 AM
0645679	IPSM	Waiting for client to fund.		NONPAY	4/30/2021 12:00:00 AM	5/17/2021 12:00:00 AM

Page: 1 < > |

## Export the Results

- > To download a local copy of this report, select the Export Report (📄) icon (red solid arrow).
- > An excel copy of this report is downloaded to the default download folder (blue dashed arrow).

**PaymentTracking**

Please enter the appropriate search criteria below. For a more definitive and precise search, please enter information in as many fields as possible, if known.

**Filters**

PRO Number  
064

Freight Bill Date

SCAC  
IPSM

Check Number

Begin CFF Date

Billed After Or On  
4/1/2021

Billed Before Or On  
6/1/2021

Pro Number Search Type  
Begins With

☐ I'm not a robot

reCAPTCHA

**8 Results**

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PRO Number	Carrier Code	Status	Check Release Date	Check Number	Bill Date	CFF Date
0641234	IPSM	Waiting for client to fund.		NONPAY	4/29/2021 12:00:00 AM	5/17/2021 12:00:00 AM
0641235	IPSM	Invoice paid		NONPAY	5/11/2021 12:00:00 AM	5/24/2021 12:00:00 AM
0641236	IPSM	Waiting for client to fund.		NONPAY	4/16/2021 12:00:00 AM	5/31/2021 12:00:00 AM
0641237	IPSM	Invoice paid		NONPAY	4/22/2021 12:00:00 AM	5/3/2021 12:00:00 AM
0641238	IPSM	Invoice paid		NONPAY	4/2/2021 12:00:00 AM	5/19/2021 12:00:00 AM
0641239	IPSM	Waiting for client to fund.		NONPAY	4/9/2021 12:00:00 AM	4/19/2021 12:00:00 AM
0645678	IPSM	Waiting for client to fund.		NONPAY	4/12/2021 12:00:00 AM	4/21/2021 12:00:00 AM
0645679	IPSM	Waiting for client to fund.		NONPAY	4/30/2021 12:00:00 AM	5/17/2021 12:00:00 AM

Page: |< < 1 > >|

A check number value of NONPAY indicates a non-pay account. Please contact your customer for complete payment information.

PaymentTracking-....xlsx

Show all

## Request Additional Data

- To request additional information about the results of this search, select the Request Additional Data (📧) icon (red solid arrow).
- Enter a valid email address in the EmailAddress field (blue dashed arrow).
- Select the (SEND) icon (green dashed & dotted arrow).

**PaymentTracking**

Please enter the appropriate search criteria below. For a more definitive and precise search, please enter information in as many fields as possible, if known.

**Request Additional Data**

Enter your email address below to receive additional data for your selected search.

EmailAddress

**SEND** **CANCEL**

**Filters**

PRO Number  
064

Freight Bill Date

SCAC  
IPSM

**8 Results**

Page: 1 < 1 > Per Page: 50

PRO Number	Carrier Code	Status	Check Release Date	Check Number	Bill Date	CFF Date
0641234	IPSM	Waiting for client to fund.		NONPAY	4/29/2021 12:00:00 AM	5/17/2021 12:00:00 AM
0641235	IPSM	Invoice paid		NONPAY	5/11/2021 12:00:00 AM	5/24/2021 12:00:00 AM
0641236	IPSM	Waiting for client to fund.		NONPAY	4/16/2021 12:00:00 AM	5/31/2021 12:00:00 AM
0641237	IPSM	Invoice paid		NONPAY	4/22/2021 12:00:00 AM	5/3/2021 12:00:00 AM

- If the email address has been validated in the past, the requested information is sent via email as an excel attachment within minutes.

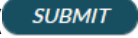

**Note:** The spreadsheet includes a list of clients the carrier has history with and includes the invoice date, check number, check date, total charge, billed charge, adjustment reason, adjustment amount, CFF date, and status of any invoices that meet the search criteria.

client_id	grd_client_id	pro_num	scac	inv_date	check_num	check_date	tot_chg	bill_chg	adj_reason	adj_amt	cff_date	status
LOREM CO	0223	123456789	IPSM	09/28/21	ACH0011111	12/22/21	464.13	464.13		0.00	12/13/21	Invoice paid
DOLOR LLC	0224	234567891	IPSM	10/04/21	ACH0022222	11/02/21	1,254.86	1,254.86		0.00	10/25/21	Invoice paid
AMET INC	0224	345678912	IPSM	10/18/21	ACH0033333	11/16/21	548.27	548.27		0.00	11/08/21	Invoice paid
CONSECTETUR CO	0227	456789123	IPSM	10/20/21	ACH0044444	11/29/21	102.64	102.64		0.00	11/02/21	Invoice paid

## Initial Request for Detailed Information

If this is the first request for detailed information, the email address will need to be validated.

**Note:** The email address must be a registered email address with a valid domain, preferably the carrier's email domain. Public domains such as gmail.com are not accepted.

- > A window displays requesting a name and phone number.
- > Enter the user's name and phone number.
- > Select the (  ) icon.
  - > When access is granted, notification is sent to the requested email address.
- > Search for the invoice in <https://www.ratelinx.com> again and select the [Request Additional Data](#) (  ) icon.
  - > The requested information is sent via email within minutes.

## EDI Invoice Not Found

- > If an invoice(s) is not found on the website, processing time may be required. Resend any invoices that were sent via [EDI](#) after at least 72 hours.
- > Contact [edisupport@ratelinx.com](mailto:edisupport@ratelinx.com) only to resolve EDI setup issues. All other service requests need to be directed to the carrier portal at <https://www.ratelinx.com> for resolution.

**Note:** All invoicing must be submitted through EDI or the RateLinx Portal. Do not send open invoices via mail or email.

## Carrier Portal Submitted Invoice Not Found

- > If an invoice(s) is not found on the website, and it has been one (1) business day since it was initially submitted, check if the invoice is listed in the Invoice History screen.
- > If it is not listed in Invoice History, re-upload it, then verify that it was submitted successfully.