Thank you for signing up with the CTSI website. Here you will find such useful tools as ProSearch, find the bills that have been mailed back for carrier clarification, how much your next check will be along with a glossary of common terminology and some suggestions as to what can be done to remedy that situation. If you have any questions or require elaboration on what you see, do not hesitate to contact our carrier services department at 901-888-0070 or via email at carrierrelations@ctsi-global.com CTSI are here to assist you in your freight payment issues.
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Research Status of a Bill

1) Once signed into the www.ctsi-global.com website, you will find yourself at the proresearch screen.

2) Enter up to ten different invoice/pro numbers. Do not use spaces, dashes, slashes or any other type of punctuation; then click search. Preceding zeros have no affect on the invoice number but check digits must be entered.

3) Your results will be displayed on the following screen for each entry of each bill that CTSI has received.
4) The status of the bill will be shown in the far right field.

5) For detail information on that submission, click on the line and the detail screen will open for that particular entry of that bill showing entry date of the bill, overcharge amount (OVC), paid amount and the reason for short pay, if any. Also listed here is the basic information of the bill such as client, pro date, origin and destination information, BOL number and the status of the bill.
6) The contract and discount percentage utilized to audit the bill will be shown in the “OVC Reason”.

7) When CTSI approves a bill, the approved amount will show in the “Approved Amount” field. The next step for this bill is to invoice out to the client on their next invoice cycle for payment authorization.

8) Once the check has been cut on a bill, 24 hours later the web will show the check number, date the check was mailed and the amount of the check. This information will be shown in the “Status” field.
Mail Back Report

1) Once signed into the www.ctsi-global.com website, you will see a link at the top of the page labeled “Mailback”.

2) Click on this link and you will find to yourself looking at a screen similar to the one pictured below.

3) Ensure that the drill down menu is showing the proper carrier division that you are researching.

4) **Double click** on the “Reports Date” for the time period in question.
5) **Double click** on the client in question and a .PDF file will open in Adobe Acrobat.

6) You will see in the upper left hand corner the client name, CTSI client account number, your company’s SCAC code and your company name.

7) Below that you will find the entry date of the invoice(s), invoice/pro number of the rejected invoices, amount of the invoice and under “Error Description” will be the reason that CTSI is unable to process the bill(s).

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**Remittance Report**

1) Once signed into the [www.ctsi-global.com](http://www.ctsi-global.com) website, you will see a link at the top of the page labeled “Remittance”.

2) Click on this link and you will be directed to a page similar to the one shown below.
3) From the drill down menu, ensure that the correct division of your company is listed.

4) On the left hand side of the screen, double click on the CTSI client in question.

5) This will list the reports for that client and the chosen Carrier Division.

6) Double click on the file of your choice and a .PDF file will open in a new screen.

7) This file will list the invoice/pro number, the date of the invoice/pro number and the amount approved by CTSI.

8) Once final authorization to pay has been achieved from the client, CTSI will cut a check for the total amount of all the invoices/pro numbers listed within 3 business days of CTSI receiving authorization from the client.

Glossary of CTSI Terminology

**Aging to Terms**- The bill has been processed and approved by CTSI and payment can be expected according to the contract terms between your company and the client.

**Bill Amount Not Entered**- The amount for the bill was not entered in the EDI transmission or noted on the invoice. Enter the amount of the invoice and retransmit.

**BOL# already paid**- CTSI has matched the BOL number provided to a previously paid bill. At times, this will cause a discrepancy for balance due billing. This could also read “BOL Already Matched and Paid”.

**Balance Due Declined**- The balance due billing has been declined by CTSI per the contract the is on file.
Duplicate Bill- This invoice already has an open submission in the system that is processing and this particular entry has been zero paid. You will note that the entire billed amount will also be in the “OVC Amount” field and the “Approved Amount” is zero. Find the open bill that is in the system and check the status of it.

EFBR-Electronic Freight Bill Resolution. If a bill is in this status it is because there is some information that needs to be provided by the client so CTSI has imaged the bill into the client’s EFBR fill for them to work out. Once this situation has been resolved by the client, CTIS will continue processing for payment. These bills can sit in this status for up to 60 days. If the client has not resolved the situation within that time period., the bill will rejected back to the carrier, noting on your MAILBACK REPORT and will need to be resubmitted for processing. Not all clients have the 60 day cutoff date.

EDI Header vs. Detail Amount Not Same- This is a common rejection notice on EDI balance due billing. Total charges shown in the B3/L3 segments must balance to the total of the combined L1 charges. Correct and resubmit

Entered In Check Bill- CTSI has received the bill and it has been entered into the system.

Invalid Assessorial Code- The assessorial code entered on the EDI transmission or the invoice is not valid or is not one that CTSI is authorized to pay on per the client. Correct and retransmit.

Invalid Currency- The currency that was entered in the EDI transmission is invalid for that client account. Correct the currency or the client account and retransmit.

Invalid Destination Street Address- The street address on the invoice is not a valid location that the client has provided for us to pay on or that information had not been provided to CTSI. Correct and retransmit.
**Invalid Destination/Origin Zip**- The zip code on the BOL or that was transmitted via EDI is not valid for the following two reasons

1) It is an invalid, it can be verified at [www.usps.com](http://www.usps.com) for US zip codes or [http://www.canadapost.ca/tools/pcl/bin/range-e.asp](http://www.canadapost.ca/tools/pcl/bin/range-e.asp) for Canadian zip codes.

2) The zip code is not matching the file provided by the client as a valid zip code for CTSI to process and pay on.

**Invalid Pro Date**- the pro date is greater than the entry date. This is not possible. Correct and retransmit.

**Invoiced to Client YY-MM-DD**- This is the date that the bill was sent to the client for payment authorization. This type of approval is different from Authorization to Pay. The bill has already been approved, as you will see in the “**Approved Amount**” field, and is awaiting the final authorization from the client to cut the check. The next update to this bill will be the check number, amount and date mailed.

**Number of Pieces Not Entered**- The number of pieces was not entered on the BOL or in the EDI transmission. Provide this information and resubmit the bill.

**Pending Audit Verification**- A hard copy of the bill has been sent to the CTSI audit department for clarification of discrepancies and auditing purposes. **If you see a bill that has this status for more than 14 business days, please contact the CTSI Payment Services department and speak with a representative.**

**Processed**- This is a stage of the bill where it has been entered into our system and is in process.
**Prodate is more than one year old**- CTSI is unable to process invoices where the pro date of the move is more than one year old. Client approval is necessary to process this bill.

**Rate Error**- The billed amount does not match the amount that CTSI has been authorized to pay per the contract that is on file.

**Weight Not Entered**- The weight of the load was not entered in the EDI transmission or on the manual invoice. Enter the weight of the freight involved and retransmit.