

January 13, 2020

Dear Valued Supplier,

As a valued supplier to Pacific Trailer Repair Services (PTRS), we appreciate purchasing your products and services. In June 2019, PTRS implemented a new supplier invoice payment system. Your participation in this program is essential for initiating the successful payment of your invoices submitted to PTRS. As part of the implementation of the new invoice payment system, we asked all our suppliers to please send invoices by email to the applicable PTRS Accounts Payable email address at [PTRSpayables@rmsintermodal.com](mailto:PTRSpayables@rmsintermodal.com).

To date, we continue to receive paper invoices from your company at our operations facility, not via the designated email address. Effective March 1, 2020, PTRS will no longer receive or accept supplier invoices at our operations facilities. The only way for your company to receive payment on an invoice will be to send your properly presented invoice to the email address at [PTRSpayables@rmsintermodal.com](mailto:PTRSpayables@rmsintermodal.com) for products and/or services your company has delivered as specified in the sales order. If you fail to present your invoice for payment at the designated email address, we reserve the right to not pay such invoices, and we will cease to purchase further products and/or services from your company until your company can send invoices to the email address at [PTRSpayables@rmsintermodal.com](mailto:PTRSpayables@rmsintermodal.com).

Further, we will also no longer accept any hand-written supplier invoices for payment effective March 1, 2020. To be paid, all supplier invoices must be emailed to the email address at [PTRSpayables@rmsintermodal.com](mailto:PTRSpayables@rmsintermodal.com) in an electronic PDF file format.

We anticipate making additional changes in the future to further streamline the submission of invoices for payment.

To this end, effective **March 1, 2020**, we will be strictly implementing a set of requirements and guidelines on:

- The submission process for invoicing PTRS.
- The required invoice documentation.

#### **How should you submit your invoices to PTRS?**

To improve the efficiency of the payment process, you must electronically send your invoices as a PDF attachment to [PTRSpayables@rmsintermodal.com](mailto:PTRSpayables@rmsintermodal.com). Hard copy invoices sent directly to any of our offices will result in non-payment and do not qualify as a valid and properly presented invoice to PTRS.

#### **What needs to be on your invoices?**

Ensuring the completeness and quality of invoices that we receive will expedite payment to your company and will avoid inefficiencies what will otherwise cause payment delays.

The requirements for your company to be paid for your submitted invoices are specified on the attached Appendix. We have also included sample invoice templates containing the required information fields, if you do not have such invoice templates.

#### **How can you receive payment?**

The Company's preferred method of payment is via Automated Clearing House (ACH). Enrolling in the Company's ACH payment method means the Company's payment for your properly presented invoiced

amounts will be deposited into your bank account by the day due, eliminating use of paper checks and related mail delays. Remittance detail notifying you of payment will be provided via email, simultaneously to payment being deposited into your account. Please enroll in this payment method by completing and signing the ACH Enroll/Change form included with this letter.

**What if you have additional questions?**

For any additional questions, please email us at [SupplierQ@rmsintermodal.com](mailto:SupplierQ@rmsintermodal.com) or use the website link at <http://rmsintermodal.com/suppliers> to access the information in this communication.

We very much appreciate doing business with your company, and we anticipate a smoother, and more efficient supplier invoice payment process with these changes. We ask for your patience and appreciation for change as we embark on this process to enhance our supplier invoice payment process.

Best regards,

PTRS Accounts Payable Department

## **APPENDIX --- SUPPLIER REQUIREMENTS FOR INVOICE PAYMENT BY PTRS**

### **Your company's invoice must meet the following requirements for the invoice to be paid:**

- The document must be an invoice (Note: Statement of Accounts, Reminders, Letters, Receipts, etc. will not be processed for payment).
- The invoice must be produced from a computer or typed so that it can be clearly read (blurry invoices and invoices with handwritten information will not be processed for payment).
- Please submit invoice(s) for only one of our companies per submittal. Please do not submit multiple invoices for more than one of our companies per invoice submittal.
- The invoice must not be a duplicate of a previously submitted invoice for payment.
- Please send your bank account information on the attached ACH Form (routing number and account number) to [PTRSpayables@rmsintermodal.com](mailto:PTRSpayables@rmsintermodal.com) to most quickly receive invoice payments electronically.
- Invoice must have your company name, address and phone number (main/corporate phone number).
- Invoice must have your company's customer number for PTRS.
- Invoice must have the Purchase Order number if received from PTRS.
- Invoice must have the correct and complete Company Name for our company that your firm shipped products to and/or performed services for.
- Invoice must have the delivery address where the product(s) were delivered and/or services were provided.
- Invoice must have the invoice date.
- For each item and/or service, you must specify in separate columns on the invoice:
  - The product Manufacturer or Services company name
  - The item Part Number or Model Number
  - A short Description of the item and/or service
  - The Quantity of product(s) and/or services units
  - The Unit Of Measure
  - The Unit Price
  - Invoice amount (Total column)
    - The extended cost amount
    - The subtotal of extended cost amounts
    - Freight (shipping and handling)
    - Other fees or charges
    - Taxes
    - Invoice Total or Balance Due

## **ACH ENROLL/CHANGE FORM**

The following applies to make payments to our vendors as a direct deposit via ACH (Automated Clearing House) funds. It is our intent to be able to provide your company with both a timely and more efficient form of payment using the ACH payment method.

When the direct deposit is made your company will be sent an email message alerting you to the transfer and listing all invoices that are to be paid with the deposited funds. Please complete the information requested below and return this completed form to [PTRSpayables@rmsintermodal.com](mailto:PTRSpayables@rmsintermodal.com) so we can assure we have the necessary banking and contact information to be able to process your company's invoices promptly and efficiently.

**Company Name:**

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**Banking Information**

Bank Name:

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ABA Number for ACH Transfer:

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Account Name:

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Account Number:

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**Contact Information**

Contact Person:

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Telephone Number:

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Email address:

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Should you have any questions or need additional information, please contact us by email at [SupplierQ@rmsintermodal.com](mailto:SupplierQ@rmsintermodal.com)

Thank you for your help.  
PTRS Accounts Payable Department

## Vendor FAQs

Below is a list of Frequently Asked Questions on behalf of vendors.

- **What am I required to do?**
  - Submit a properly presented invoice to the company's email for which you are invoicing.
- **When will I be required to implement this change?**
  - Invoices submitted to our Terminals will no longer be processed for payment effective March 1<sup>st</sup>, 2020.
- **What happens if I continue to send my invoice to the Terminal for payment?**
  - Effective March 1<sup>st</sup>, 2020 invoices sent to the Terminal will no longer be accepted for payment.
- **What needs to be on my invoice?**
  - Your company name, address and phone number (main/corporate phone number)
  - Your company's customer number for the company you are invoicing
  - The Purchase Order number if one was received
  - The correct company name and delivery address for which you are invoicing
  - Invoice date and invoice number
  - A breakdown of each item and/or service provided, including:
    - The product Manufacturer or Services company name
    - The item Part Number or Model Number
    - A short Description of the item and/or service
    - The Quantity of product(s) and/or services units
    - The Unit Of Measure
    - The Unit Price
    - Invoice amount (Total column)
      - The extended cost amount
      - The subtotal of extended cost amounts
      - Freight (shipping and handling)
      - Other fees or charges
      - Taxes
      - Invoice Total or Balance Due
- **What if I provide handwritten invoices?**
  - Handwritten or photographed copies of invoices will no longer be accepted for payment effective March 1<sup>st</sup>, 2020. Invoices must be produced from a computer or typed so that it can be clearly read.
- **What if I don't have the software for creating an invoice?**
  - Invoice templates can be found on the RMS Intermodal website and converted to a PDF format once complete. <http://rmsintermodal.com/suppliers>
- **What if I only have a Bill To section on my invoices and not a Deliver To?**
  - If you do not have a Delivery Address section on your invoices, please list the delivery address or service location under the Bill To section.

## Vendor FAQs

- **How do I submit my invoice?**
  - Send your PDF invoice as an attachment to the company's payable account for which you are invoicing:
    - Pacific Rail Services (PRS): [PRSpayables@rmsintermodal.com](mailto:PRSpayables@rmsintermodal.com)
      - Previously known as Intermodal Services of America
    - Rail Terminal Services (RTS): [RTSpayables@rmsintermodal.com](mailto:RTSpayables@rmsintermodal.com)
    - Terminal Switching Services (TSS): [TSSpayables@rmsintermodal.com](mailto:TSSpayables@rmsintermodal.com)
    - Pacific Trailer Repair Services (PTRS): [PTRSpayables@rmsintermodal.com](mailto:PTRSpayables@rmsintermodal.com)
      - Previously known as United Intermodal Services
    - PRS Auto (PRSA): [PRSApayables@rmsintermodal.com](mailto:PRSApayables@rmsintermodal.com)
      - Previously known as Pinnacle Rails Operations
    - Rail Management Services (RMS): [RMSpayables@rmsintermodal.com](mailto:RMSpayables@rmsintermodal.com)
- **If I provide services to two companies at the same address, can bill everything to one company?**
  - Please invoice individual companies separately. Invoices need to have the correct company name and delivery address for which goods/services are provided. Listing the incorrect company and/or delivery address will result in a delay of payment or lack of payment until an accurate invoice is received.
- **What kind of electronic format does my invoice need to be in?**
  - A PDF format is required for an invoice to be processed.
- **Can I submit a receipt that has an invoice number on it?**
  - Invoices need to have the name of the company being invoiced as well as the delivery address. Receipts or invoices lacking these requirements will not be processed.
- **How do I receive payment?**
  - The company's preferred method of payment is via Automated Clearing House (ACH). This method means the company's payment will be deposited into your bank account by the date due, eliminating the use of paper checks and related mail delays. Remittance detail notifying you of payment will be provided via email, simultaneously to payment being deposited into your bank account.
- **How do I enroll in the Company's ACH payment method?**
  - Complete, sign and return the ACH Enroll/Change form to [SupplierQ@rmsintermodal.com](mailto:SupplierQ@rmsintermodal.com). This form can be found on the RMS Intermodal website by selecting the company you wish to enroll with and scrolling to the last page of the Supplier Letter.
- **What if I have a question regarding an ACH payment I received?**
  - Contact our Accounts Payable department through the [SupplierQ@rmsintermodal.com](mailto:SupplierQ@rmsintermodal.com).
  - Please include the following:
    - Date of Payment
    - Amount of Payment
    - The company payment was received from
    - Our ACH unique identifier found alongside our company name in the description of the deposit

## Vendor FAQs

- Example:

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		ACH				PACIFIC TRAILER 191119-148 1485-
		Credit				191119-38 EXAMPLE COMPANY
11/19/19	142	Received	1552.39	200104346608		111919

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- **What can I do to increase my payment time?**
  - Send your PDF invoices electronically to the corresponding email for the company of which you are invoicing. Ensure that you have the correct company name and delivery address as these being incorrect will cause a delay in payment.
- **When should I expect payment?**
  - Invoices properly presented with the required fields will be paid by the date due.
- **What if I have additional questions not addressed here?**
  - Additional questions can be emailed to [SupplierQ@rmsintermodal.com](mailto:SupplierQ@rmsintermodal.com)