Inquiry
Carrier Manual
CassPort®
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To login to CassPort, enter the User ID and Password supplied by your CassPort administrator. If you do not have this information, please reach out to the CassPort administrator within your company, or the Cass Representative assigned to your account.

1. Users have 3 attempts to supply the correct User Name and Password when logging in. After the 3rd incorrect attempt, the user’s account will be locked. Cass recommends if a user is not certain of their password, after the second attempt, use the Forgot Password link on the login page to reset the password.
2. Users will receive an email, like the example below, which includes a link where they can reset their password.

![Email Example]

- Please reset your CassPort password by clicking [here].
- If you did not request a password reset click [here].
- These links will expire in 1 hour.

**Note:** If the user is disabled, they will contact their administrator who will enable them by checking the “Enabled” box in the User Profile Status field located in the user’s profile (see below). Once the user is enabled, they will be able to reset their password through the Forgot Password link.

**Cass Port Navigation Overview**
The following options are listed in the Carrier Reporting Menu drop-down when users log into CassPort.

![CassPort Menu]

**CassPort Logo:**
Click this link to exit the current page/tool and redirect to the main CassPort page.
Carrier Menu:
The following options are listed in the Carrier Menu (left hand column) on the Service Selection tab (note that these options are permission based and may not be available to all users):

- **Exception Management** – A tool for Carriers that are participating in collaboration with global clients. Carriers will be able to access invoices that are awaiting their collaboration in through this link.

- **Shipment Management** – Carriers that are participating in collaboration with global clients will be able to access invoices that are awaiting their collaboration through this link.

- **Invoice Upload** – Provides the user with the ability to upload invoices directly into the processing system at Cass.

- **Process Summary By Shipper** – Provides invoice and dollar totals by client and date range.

- **Reject Reporting** – Provides reject analysis by date, client, and reject reason.

- **Remittance Reporting** – Allows the user to pull up remittance reports by ACH number or ACH Date.

- **View Billing Guides** – View client billing guides for both EDI and Paper invoices.

**Inquiry:**
The tool that allows the user to search by invoice number or shipment number to view payment information and invoice images.
Utilizing the Inquiry Tool

Inside of Inquiry, users are able to review invoices, back up documentation, and payment information. To access the Inquiry tool, select the Inquiry option located in the navigation bar to the right of the Carrier Menu.

In the Inquiry section, users will be able to search by the following types of reference numbers:

- Invoice Number
- Document Number
- Billing File Number
- EBilling Number
- Final Invoice Number
- UPS Tracking Number
- FedEx Tracking Number
- DHL Tracking Number
- Loomis Tracking Number
- Purolator Tracking Number
- Ontrac Tracking Number
- Canada Post Tracking Number
- TNT Tracking Number

The tool allows you to inquire on multiple invoices at one time, typically between 20 and 40 invoices, depending on the length of the reference numbers (maximum field length is 750 characters).

**Step 1:** Enter the Invoice # (Pro), Document # (B/L), or any of the types of numbers listed above.

**Step 2:** Use the Number Type dropdown to select the type of number you wish to search by: Invoice # (Pro), Document# (B/L), etc.

**Step 3:** Click the Search button

You may inquire on multiple invoices using one of the following methods:

A. Placing a comma (,) to separate the specific numbers – 132456, 123789
B. Stacking the specific numbers in a list – 123456
   123789
C. Use a wildcard (%) to search for multiple invoices
   Example: 123% (this search will display all invoices beginning with 123).  
D. To search for reference numbers with only 1 character, single tick marks should be placed before and after the number.
   Example, if the pro number is 7 enter ‘7’ in the search box.
Understanding the Search Results

No Records Found

After the user enters their reference number into the search, they could receive the message, ‘No Record Found’. No Record Found can indicate that Cass has not yet received the invoice, the invoice has not completed processing and is not yet visible on CassPort, or that that number could have been entered incorrectly by the user. If you are unable to locate a record by the invoice number, you may want to try searching by a different reference number (example: if the Pro number does not pull results, try searching by the Doc/BL number), or utilize a the wild card (%) at the beginning or the end of the number.

Payment Information

Users can view the amount billed and paid on the invoice, the date the check was initiated, the ACH pending date, the ACH transfer date, and the corresponding check/ACH number.

- **Process/Reject Date**: This is the date the shipment was processed by Cass. If the invoice has been rejected it will represent the date it rejected. If the Disposition field is populated, the invoice has rejected, and Process/Reject Date represents a rejected date.
- **Paid/Reject Date**: This is the date the record will be set up to pay, or the date in which the record was rejected from the system. Looking at the disposition will tell you which date is displayed.
- **Check/ACH#**: Once a check number/ach number has been assigned for payment, this field will be populated with the check/ACH# number.
- **ACH Xfer Date**: If the carrier receives payment via ACH, this will be the date the payment will be transferred from Cass to the Federal Reserve. Payments will be sent from the Federal Reserve to the carriers banking institution. Cass is not responsible for processing times with the Federal Reserve or the carrier’s banking institution.

⚠️ Note: If an invoice has been rejected, the Amount Billed and Difference Amount will be populated along with a check/ACH# assigned.

⚠️ The ACH Xfer Date column contains the date that the ACH will be transferred to the Federal Reserve.
Reject Status/Disposition

Through the Inquiry tool, users are able to view exception invoices that have been rejected out of processing. There are requirements that clients have set up at Cass in order to process and pay invoices on their behalf. If these requirements have not been met, Cass is no longer approved to process or pay the invoice. These invoices either need special approval from the client, or corrected/additional data will need to be resubmitted on an invoice or back up documentation by the carrier. There are 3 main reasons an invoice will be considered an exception and then rejected from processing: the invoice does not meet all of the client requirements, the invoice does not have enough information for payment, the liability of the invoice cannot be determined. Below are the reject statuses/dispositions and what they represent.

<table>
<thead>
<tr>
<th>Disposition</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>In Process - Shipper Resolution</td>
<td>Each client can provide certain scenarios in which they always want to review an invoice. When Cass has an invoice that fits into the scenario, the invoice is automatically sent to the FBA queue for review. The client will then work through the queue and either approve the invoice for Cass to continue processing, or they will reject it back to the carrier typically with instruction on how to resolve the invoice. Once the invoice is rejected to the carrier, a new invoice will need to be submitted to Cass as the original invoice is no longer in process and will have no further action.</td>
</tr>
<tr>
<td>INVOICE ROUTED TO CUSTOMER.</td>
<td></td>
</tr>
<tr>
<td>INVOICE REJECTED TO CARRIER.</td>
<td></td>
</tr>
<tr>
<td>CASS RESOLUTION PENDING.</td>
<td></td>
</tr>
<tr>
<td>In Process - Audit Resolution</td>
<td>Note that an invoice that has rejected back to the carrier is no longer approved for Cass to process and will not set up for payment.</td>
</tr>
<tr>
<td>INVOICE CURRENTLY BEING AUDITED.</td>
<td></td>
</tr>
</tbody>
</table>

Invoice Rejected to the Carrier

Invoices that do not contain enough data to meet the client’s requirements will be rejected back to the carrier. Invoices that do not provide enough data for payment will be rejected back to the carrier. Invoices that are illegible will also be rejected back to the carrier. Once the invoice has been rejected to the carrier, a new/corrected invoice will need to be resubmitted to Cass for processing.

Note that an invoice that has rejected back to the carrier is no longer approved for Cass to process and will not set up for payment.

Cass Resolution Pending

On occasion, an invoice will need additional intervention by a Cass Representative. These will be reviewed and sent back to continue processing by that representative. The representative will reach out
to either the client or the carrier if there are questions regarding the processing of the invoice. There is no action required by the client or carrier for invoices at this status.

**In Process – Audit Resolution or Invoice Currently Being Audited**
The audit process is the final step in processing invoices for payment. Invoices in either of these statuses are being reviewed by the Cass auditor, or have been reviewed and the status will update within the next 24 hours. There is no action required by the client or carrier for invoices at this status.

**Interpreting the Disposition of an Invoice**
To view the status of the invoice, scroll over to the Disposition column.

Using the screen shot below, the following describes the scenarios seen:
- The first invoice (1st line) is currently being reviewed by the client.
- The second invoice (2nd line) is currently being reviewed by the client at the client’s request.
- The third invoice (3rd line) has been rejected back to the carrier.
- The fourth invoice (4th line) is being reviewed by a Cass Representative.
- The fifth invoice (5th line) is being reviewed by the Cass auditor.
- The sixth invoice (6th line) is being reviewed by the Cass auditor.

<table>
<thead>
<tr>
<th>Disposition</th>
<th>Expanded Reason 1</th>
<th>Expanded Reason 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Press enter to filter</td>
<td>Press enter to filter</td>
<td>Press enter to filter</td>
</tr>
<tr>
<td>In Process - Shipper Resolution</td>
<td></td>
<td></td>
</tr>
<tr>
<td>INVOICE ROUTED TO CUSTOMER.</td>
<td>BOL LOCKED OUT: SHIPMENT/PO NOT PAYMENT RELEVANT</td>
<td></td>
</tr>
<tr>
<td>INVOICE REJECTED TO CARRIER.</td>
<td>OUTBOUND BILLS REQUIRE A BASF BOL OR SIGNED BOL</td>
<td></td>
</tr>
<tr>
<td>CASS RESOLUTION PENDING.</td>
<td>Terms Mismatch</td>
<td></td>
</tr>
<tr>
<td>In Process - Audit Resolution</td>
<td></td>
<td></td>
</tr>
<tr>
<td>INVOICE CURRENTLY BEING AUDITED.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Freight Bill Authorization Stamp (FBA)

If an invoice has been rejected to the carrier by the client, the client is able to provide a form that is viewable on CassPort, containing additional information and instructions to the carrier. This form is called the FBA Stamp.

The steps to view the stamp and the client’s instructions are as follows:

**Step 1:** Click the Approval Stamp Icon 📝

<table>
<thead>
<tr>
<th>Type</th>
<th>Pro Number</th>
<th>Disposition</th>
</tr>
</thead>
<tbody>
<tr>
<td>📝</td>
<td>Press enter to fill</td>
<td>Press enter to filter</td>
</tr>
<tr>
<td>📝</td>
<td>126944</td>
<td>APPROVED BY CLIENT.</td>
</tr>
</tbody>
</table>

**Step 2:** A pop-up will appear displaying the Freight Bill Authorization (FBA) Form.

There are three possible outcomes to a resolved invoice:

1. **Reprocess** - This form will contain instructions for processing the invoice for payment at Cass. Once an invoice has received FBA approval, it can take 7 to 10 business days to reprocess the invoice. **No action is required by the carrier.**

![Reprocess Form](image-url)
2. **Rejected** - This form will contain instructions to the carrier to follow in order to get the invoice paid. **Action IS required by the carrier.** Examples of reasons an invoice may be rejected are the Bill of Lading number or PO number is required or the carrier should bill to another client location.

3. **Discard** - Duplicate invoices are automatically discarded. If the bill is paid, no action is required by the carrier. If there is a discrepancy, the carrier should contact Payment Services at 314-506-5959 or by email at paymentservices@ cassinfo.com.
Viewing an Invoice Image

Cass will store all images for invoices that are received and are either processed for payment or rejected. Most images will be available for up to 7 years; however, this can vary based on the client.

To view the images of paper invoices, click the picture frame and the invoice that was scanned into the system will be displayed.

To view EDI invoices, click the lightning bolt and a template image of EDI data will be displayed.

The image viewer will only display the first 10 pages of an invoice. For invoices that are longer than 10 pages, open the invoice in the browser by clicking the link as shown below.

Thumbnail images are provided to the left of the paper image to assist with navigation through the backup documentation. Click a thumbnail image and that page will be visible in the main display for review.
Help Menu
On the lower right hand side of the CassPort, users will find the help menu. This menu contains a link to the Cass Contact Us page, and links to the Carrier CassPort User Guides.

Contact:
This link directs you to the Cass website Contact Us page. If users have contacts already in place for their account, it is recommended that they continue to use those contacts.
CassPort Carrier Guide:

Users can review the CassPort Carrier Guide which provides instructions on how to use CassPort. This guide also provides instructions on reviewing the payment status and history of an invoice, as well as reviewing instructions provided from the client on how to resubmit an updated invoice.
Inquiry Features

Column Definitions
There are several columns that may not be seen on the main screen once the inquiry tool has returned information for the numbers being searched. Users may need to use the scroll bar at the bottom of the screen to see all the data fields.

The following is a list of the column headers and the definition of the data that will be represented in that field.

- **Shipper:** The number provided in this field is a Cass created account code that represents a client’s processing system. A second shipper column contains the name of the client.

- **Type:** This field will contain a few different icons. The picture frame will pull up the image of the paper bill that was processed, and the lightning bolt will pull up an image template of the EDI data. The parcel package icon will provide an image template of the parcel EDI data and the package level detail. The FBA stamp icon provides the data that was given on the FBA Stamp during the exception resolution process. The magnifying glass icon indicates that the invoice is currently in FBA. Clicking this icon will take the user to the resolution page allowing them to approve or reject the invoice.

For clients who are on the Global Platform, a globe icon will pull up the shipping details, EDI or paper Image, History, and Reasons for the specific shipment. When you click the globe icon, you will be directed to a form that contains the following data in a tabbed format:

- **Charge Summary:** Contains a summary of all charges presented on the invoice.
- **Shipping Details:** Contains individual shipment information, including pro number, SID number, Client name, Carrier Name, Billed amount, Rated Amounts, Pay Amounts, and Charges.
- **EDI:** Contains an image generated by Cass for electronic invoices.
- **Image:** Shows an image of the paper freight bill that is being processed.
- **History:** Shows the routing history of an exception invoice.
- **Reasons:** Displays the reasons the shipment has fallen out of process for approvals, or the reason the record is being rejected.
- **Authorization Record:** For records processed in a match pay account, the shipment record details are available on this tab.
• **Pro Number**: Contains the Pro number that was keyed by Cass from the paper invoice or provided in the electronic data.

• **Doc/Sid #:** Contains the document or shipment identification number that was keyed from the paper invoice or provided in the electronic data.

• **Curr**: Contains the currency code that is applied to the shipment.

• **Amount Billed**: Contains the amount that was billed on the record.

• **Amount Paid**: Contains the amount being paid by the client for the shipment.

• **Diff**: Contains the difference between the Amount Billed and Amount Paid.

• **Cut Reason**: If the amount billed is not equal to the amount paid with the disposition of Paid, then this will state the reason the full amount is not being paid.

• **Process/Reject Date**: Contains the date the shipment was processed by Cass, and if rejected it will represent the date it was rejected from the system.

• **Paid/Reject Date**: Contains the date the record will be set up to pay, or the date in which the record was rejected from the system.

• **Check/ACH#**: Once a check number/ach number has been assigned for payment purposes this field will be populated with the number.

• **ACH Xfer Date**: If the carrier receives payment via ACH this will be the date the payment will be transferred from Cass to the Federal Reserve. Payments will be sent from the Federal Reserve to the carriers banking institution. Cass is not responsible for processing times with the Federal Reserve or the carrier’s banking institution.

• **Disposition**: This will state what the current status of the shipment is, which could be one of the following:
  - “Invoice Routed to Customer” indicates that the invoice is waiting for the client to resolve the exception.
  - “Resolved” indicates that the client has resolved the exception and the invoice has been sent back to continue processing.
  - “Invoice Rejected to Carrier” indicates that the invoice was rejected from payment and will need to be resubmitted for processing.

• **Base Reason**: This will state the base reason a record is being rejected.

• **Expanded Reason 1**: This will state the extended reason for a rejected record.

• **Expanded Reason 2**: This will state the second extended reason for a rejected record if applicable.

• **Expanded Reason 3**: This will state the third extended reason for a rejected record if applicable.

• **Resolution Form**: Contains the form name of the exception invoice in the global platform.

• **Billing File Number**: Carriers’ invoice number/pre-billing file number

• **eBilling Number**: The value associated with the pre-billing shipments that have been grouped together for the Final Invoice.

• **Final Invoice**: The value associated with the pre-billing shipments that have been grouped together for Final Invoice purposes.

• **Shipment Consolidation Ref:**
**Customize My View**

Columns can be added or removed from the results display based on the user’s preferences. Click the button at the top right corner of the Inquiry page. This tool allows users to configure their main screen results display to sort, group, and filter columns as well as arrange the columns in the order they would prefer.

**Sorting**

To sort columns using the Customize Your View tool, click on the Sorting tab. Then click the radio buttons next to the column names that you want to sort by.

Once all columns have been selected, scroll to the top of the window. Here you are able to drag the columns in the order you would like them to sort by using the icon. Users can also determine if the column will sort in ascending order or descending order by toggling the icon.
Once the columns are arranged the way the user prefers, click the \(\checkmark\) icon in the upper right of the window, and the results will reload the display according to the user's specifications. The \(\times\) icon will remove the column from the sort.

To sort the columns directly from the main screen and not in the Customize My View tool, the user can click any column header. Clicking multiple times will allow the user to sort the data in either ascending or descending order. When the user clicks on the column a small arrow will appear in the column header to designate that the data is being sorted by that column.

To sort the data by multiple columns, the user will click the first column header to sort in either ascending or descending order. Then holding the 'Shift' key on the keyboard, click the column header of another column to be sorted. A small arrow will appear at the top of all columns that are sorted.
Grouping

To group by columns using the Customize Your View tool, click on the Grouping tab. Then click the radio buttons next to the column names that you want to group by.

Once all columns have been selected, scroll to the top of the window. Here you are able to drag the columns in the order you would like them to sort by using the icon.

Once the columns are arranged the way the user prefers, click the icon in the upper right of the window, and the results will reload the display according to the users specifications. The icon will remove the column from the group.
To group columns from the results page and not in the Customize My View tool, users can click a column header and drag it to the bar just above that reads, “Drag a column header here to group by that column”. All shipments loaded in the results display will now be grouped according to the groupings selected. Note that the filter and sort options are still available.

To view or hide the items inside the groupings, click the arrow to the left of the row that shows the groups and count (users can also double click the row).

**Ungrouping Columns**

To remove the grouped columns, go to the grouped section at the top of the page and select the “x” on the column header you would like to ungroup by. Users can also drag the column back into the column headers in the location they would like it to display.
Filtering
To filter columns using the Customize Your View tool, click on the Filtering tab. Then click the column name that you want to filter.

The user has 2 choices of filtering through this tool.

1. Enter data in the ‘Begins with’ field to search for records that begin with the criteria you enter.
2. Or, click ‘Load Values To Select’ and a list of the available values will be displayed. Users can check the boxes next to the values (data within the selected column) they would like to filter.

Once all desired columns have been filtered, scroll to the top of the window and click the icon in the upper right. The results will reload the display according to the users specifications. Note that the icon will remove the filter from that column.

To filter the data from the main results page and not through the Customize My View tool, the user can click the filter icon located on the right side of all filterable column headers. Once the icon is clicked, the user will then have the option to select via checkbox the values they would like to filter on. Alternatively, the user can type in a specific value they would like to filter on by typing in the search field located directly below the column headers.
The filter icon will highlight blue in all columns being filtered.

<table>
<thead>
<tr>
<th>Disposition</th>
<th>Resolution Form</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

The filter criteria are also displayed at the bottom of the results display.

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Rejected</td>
<td>Rejected</td>
</tr>
</tbody>
</table>

To remove the filters the user will click the “Clear” button on the right-hand side of the screen below the results display (in the Filter Criteria row).

Rearranging Column
To rearrange columns, or to hide and display columns using the Customize Your View tool, click on the Column Chooser tab. To hide a column, click on the icon next to that column name. To display a hidden column, click on the icon next to that column name.

To rearrange the order of the columns, users can click the icon to the left of the column name, and then drag the column to the appropriate place.
Once the columns are arranged the way the user prefers, click the icon in the upper right of the window, and the results will reload the display according to the users specifications.

To rearrange columns directly on the results page and not in the Customize My View tool, users can drag-and-drop columns in the order in which they prefer to view the data in the tool. Once a column has been moved it will remain in that location until moved again by the user, or the user resets the layout.

**Advanced Filtering**

To use advanced filtering, the user can click the Create Filter icon located in the bottom left corner of the screen.

Once the icon is clicked, the tool will present options that will enable the user to build unique filtering. To build
the filter, click on the plus sign icon. Then click each colored section of the text that appears to select/change the criteria for the filter. Once complete, click OK to apply the filter.

Use the check box in the bottom left corner to toggle the filter on and off.

To remove the filters the user will click the “Clear” button on the right hand side of the screen below the results display.

**Export the Results**

Once you have your data grouped, sorted, and/or filtered users can easily export the information from the results display directly to Excel for easy analysis and manipulation. To do this, click the icon in the upper right of the screen. The data from the screen will be gathered in an export file allowing users to either open it as an Excel document, or save it to your computer or network.

When the user opens the Excel file, the user preferences (sorting, filtering, grouping), will appear as they were when the export button was selected. Note that all the data from the results page is still available as well and can
easily be manipulated using standard Excel features and application. In order to manipulate the document, you will need to click the “Enable Editing” button at the top of the spreadsheet.

Note that once the spreadsheet has been manipulated, the original preferences are not retained, and will need to be reselected.

1. To work through the different levels of grouping, users can click on the numbers located in the upper left hand corner of the spreadsheet. If a user clicks on the 1, the data will appear by the first column grouped in CassPort. If users click on the 2, the data will appear by the first and second columns that were grouped in CassPort.
2. Once the level of grouping is selected, plus sign icons appear below the grouping number.
3. Clicking on a plus sign will open data for records inside of the grouping.