CassPort: Carrier User's Guide

December 2024
Version 2.0

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Version Control

Version	Date	Description of change(s)
1.0	February, 2020	Original document
2.0	December, 2024	Updated and revised to include Shipment Management changes and enhancements made to other tools such as the Upcoming Payments Dashboard, the Carrier's default dashboard and Invoice Export.

CassPort Carrier User's Guide

Introduction

This user guide includes a summary of all applications, tools, and options available to carriers. Both current CassPort users and carriers new to Cass are encouraged to use this document to gain an overall understanding of the CassPort platform, as well as the tools and applications that are available. You may not have access to all applications or tools addressed in this user guide since your organization's Cass Administrator configures your user profile based on your business needs.

Keep in mind that this document provides a summary of features and functions available in carrier applications and tools. There are separate, comprehensive user guides available to you for *Shipment Management, Inquiry, Inquiry Export,* and other applications and tools. References to other documentation are included throughout this document where applicable.

NOTE: If you cannot login into CassPort or do not have access to the *Shipment Management and Inquiry* applications, please contact the applicable *Cass Carrier Support Team* as follows:

- For *Cass North American Carrier Support*, contact **314-506-5959** or send an email to **carriersupport@cassinfo.com**.
- For *Cass Global Region Carrier Support*, send an email to your **Carrier Support Representative**.

How to Use this Guide

Cass recommends that you refer to this user guide to gain an overall understanding of the CassPort platform which is comprised of the *Upcoming Payments dashboard*, *Shipment Management and Inquiry* applications, and other features that you have been given access or permission to use based on your carrier user profile.

If you are new to CassPort, it is important that you refer to *"Accessing & Logging into CassPort"* which addresses how to register for CassPort, how to reset your password if forgotten, and the internet requirements needed on your PC to use CassPort. Once you are in the CassPort platform, read through the entire document to gain an overall understanding of what's available to you.

NOTE: Many tools and applications addressed in this document also have a separate user guide that comprehensively covers all features and functions available. They are referenced throughout this document to help you to become a more proficient user.

Internet Requirements

Please review this topic to ensure that your PC meets all software, hardware, and connectivity requirements necessary to access CassPort through the Internet.

NOTE: If you have any questions regarding these requirements, please contact the applicable *Cass Carrier Support Team* as follows:

- For *Cass North American Carrier Support*, contact **314-506-5959** or send an email to **carriersupport@cassinfo.com**.
- For *Cass Global Region Carrier Support*, send an email to your **Carrier Support Representative**.

General Browser Software Requirements

CassPort is designed for use with the most popular and up to date browser software. Although it is not required, it is recommended you stay up to date with the most recent release of their browser software. However, to ensure full access to CassPort, users are required to have one of the browser versions listed below:

- A modern browser capable of HTML5 (Google Chrome, Microsoft Edge, Mozilla Firefox, etc.).
- Cookies, JavaScript, and Popups must be enabled (in addition to ActiveX for select applications).

PC Recommendations

- Operating System — Microsoft Windows 8.1 or higher.
- Memory (RAM) — 4GB or higher.

Video Resolution Requirements

A resolution of 1280x960 or higher is recommended for optimum viewing experience. A higher resolution will allow for more viewing area, while a resolution lower than 1280x960 may result in a degraded experience.

Connectivity Requirements

CassPort is available through the public internet at https://my.cassport.com. Connectivity to the Internet is provided by your local Internet Service Provider (ISP). While there are no rigid requirements for the connection speed of this connectivity, 256 kbps should be considered the minimum speed at which the system can perform adequately. It is highly recommended that a digital connection of 4 MBPS or more is used for optimum performance. If you use the Exception Management applications, an even faster connection may be required due to the use of imaging technology in this portion of the system.

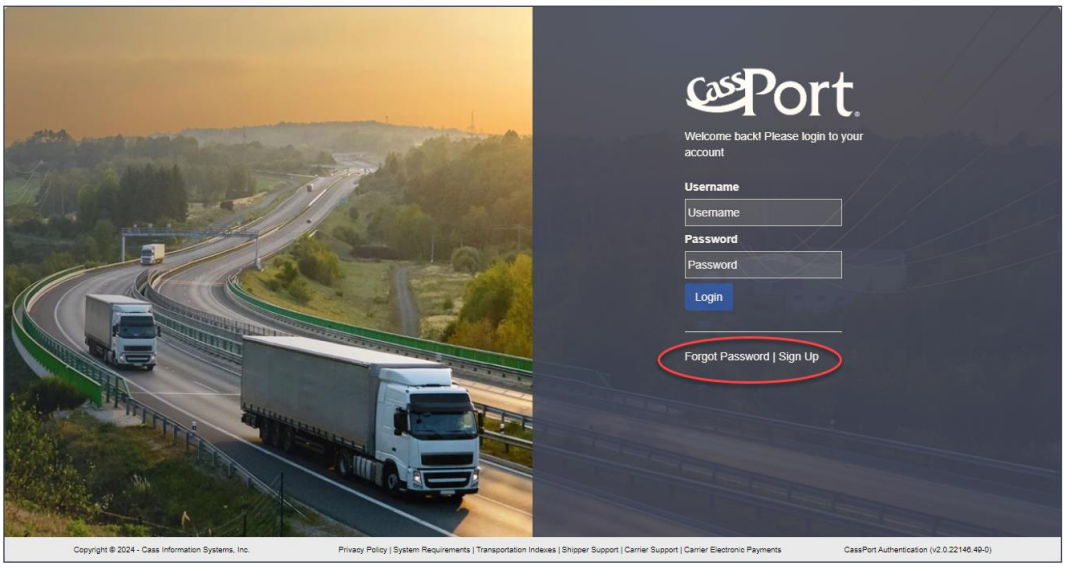
Accessing & Logging into CassPort

Once you have verified that your PC meets the recommended requirements shown in the previous topic, you may access the *CassPort* website at https://my.cassport.com.

If you are not a current user, you must sign up to request login credentials. Refer to the next section, ***"Signing Up for CassPort,"*** for step-by-step instructions.

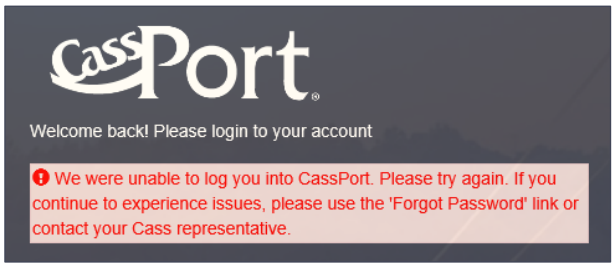
NOTE: If you are an EMEA carrier, you cannot sign up for CassPort as instructed in the ***"Signing Up for CassPort"*** topic heading. You must contact your **Carrier Support Representative** via email to request access.

Example of the CassPort Login Screen



NOTES:

- The *Forgot Password link* may be used after unsuccessfully attempting to login up to four (4) times. If you incorrectly enter your password five (5) or more times, your login becomes disabled and you must use this link to reset your password. Refer to the **"Forgot Your Password"** heading for details.
- If a user attempts to login with an incorrect Username or Password, the following message displays:



Security Information

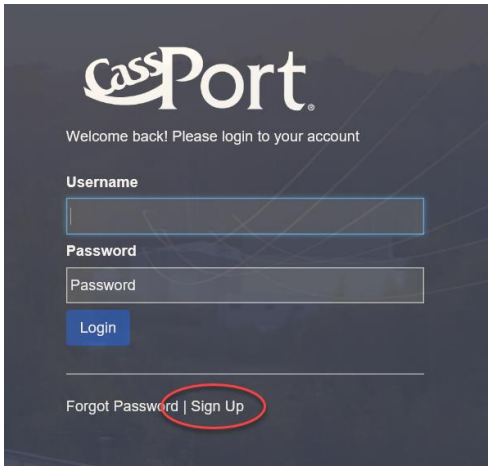
Connections to CassPort are established with 128-bit encryption through the TLS 1.2 protocol. This ensures that your confidential data remains confidential. Look for the padlock symbol in the status bar of your browser, and the presence of the https: at the beginning of our Internet address. To ensure the proper use of this security feature, please review the specifications for your browser software or consult the provider of the browser software for details regarding the security features provided with the software.

Signing Up for CassPort (Not Used by EMEA Carriers)

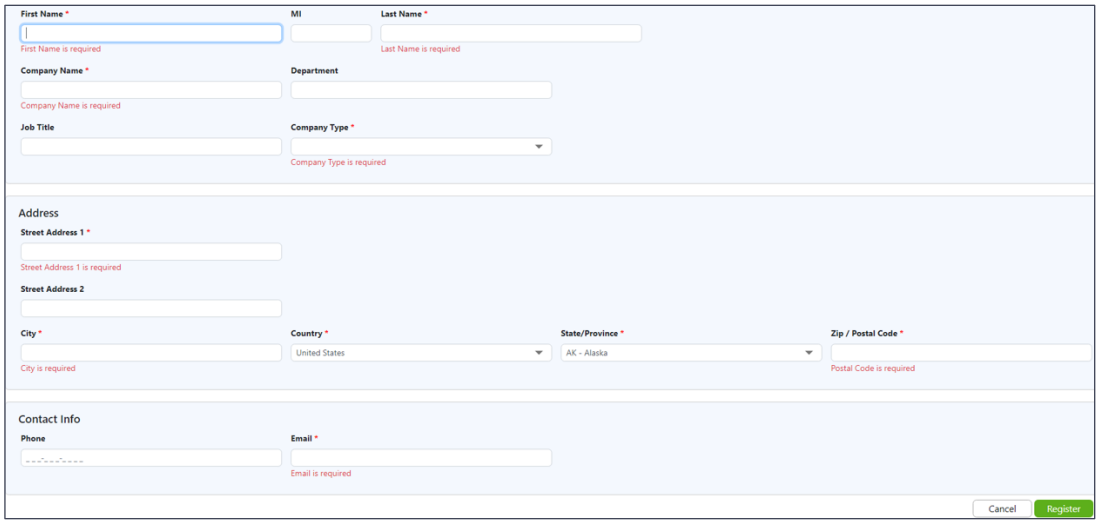
If you are not a current *CassPort* user, you can use the ***Sign Up*** link to request access. Click the ***Sign Up*** *link* located on the *CassPort* login screen to complete your registration. Cass recommends that each user has their own login and that users do not share their login credentials with other user.

NOTE: If you have never been paid by Cass, you must send a sample invoice to us before you can be setup as a *CassPort* user. Please email your sample invoice to: invoiceupload@cassinfo.com, and include a brief explanation why you're sending the invoice.

1. Access *CassPort* to display the login screen and click the ***Sign Up*** link.



The registration screen displays:



NOTE: Fields denoted with a red asterisk (*) are required.

2. Complete all required fields, e.g., first and last name, company name/type, email address, etc.

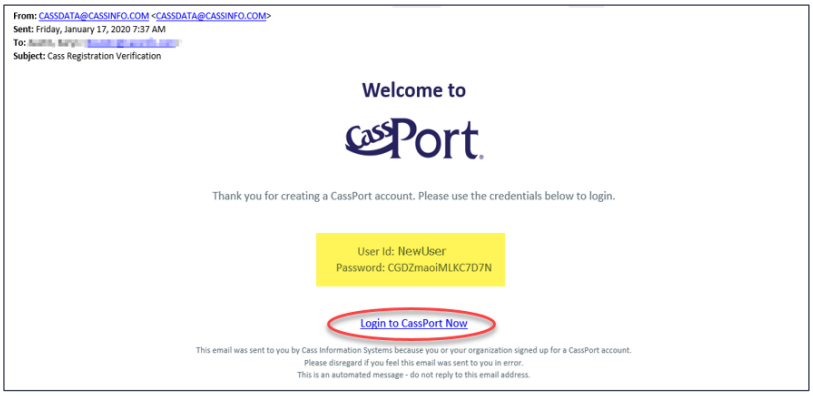
   NOTE: Enter your "*Remit To*" address into the "*Address*" field.

3. Click Register or Cancel. If you click Register, your completed registration will be reviewed and set up by Cass as soon as possible.

   NOTES:

   - If you don't complete all of the required fields, you cannot register. Review all fields denoted with a red asterisk (*) and verify that you've provided the required information.
   - If your registration is completed correctly, a message will display stating that it may take up to two business days to complete setting up your *Username and Password* (i.*e.*, *your member profile*). Once it's set up, an email is sent to you which provides your *CassPort Username and Password*, as shown below:

Example of Email Sent Providing Username & Password


From: CASSDATA@CASSINFO.COM <CASSDATA@CASSINFO.COM>
Sent: Friday, January 17, 2020 7:37 AM
To: [redacted]
Subject: Cass Registration Verification

Welcome to

CassPort

Thank you for creating a CassPort account. Please use the credentials below to login.

User Id: NewUser
Password: CGDZmaoiMLKC7D7N

Login to CassPort Now

This email was sent to you by Cass Information Systems because you or your organization signed up for a CassPort account.
Please disregard if you feel this email was sent to you in error.
This is an automated message - do not reply to this email address.

- Your account may be deactivated due to inactivity or by a *CassPort Administrator*. If this occurs, you will be sent the following message:

C
CassNoReply <noreply@cassinfo.com>
Sat 4/4
Your CassPort account has been deactivated

Hello. Your CassPort account has been deactivated due to lack of activity or by an administrator. Please contact your CassPort administrator or your Cass representative if you would like to reactivate your account.

Contact your applicable **Cass Carrier Support Team** to reactivate your account as follows:

  - For *Cass North American Carrier Support*, contact **314-506-5959** or by email to **carriersupport@cassinfo.com**.
  - For *Cass Global Region Carrier Support*, send an email to your ***Carrier Support Representative***.

Forgot Your Password

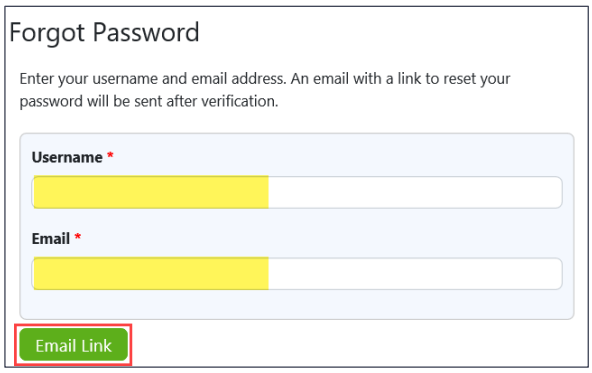
The ***Forgot Password*** link is shown on the login screen and can be used to reset your *CassPort* password. You must enter your *Username* and the *email address* that you provided when you registered to receive the temporary password link.

NOTE: If you forgot your password, please contact the applicable **Cass Carrier Support Team** as follows:

- For *Cass North American Carrier Support*, contact **314-506-5959** or by email to **carriersupport@cassinfo.com**.
- For *Cass Global Region Carrier Support*, send an email to your ***Carrier Support Representative***.

1. Click the ***Forgot Password*** link.

   The ***Forgot Password*** screen displays.

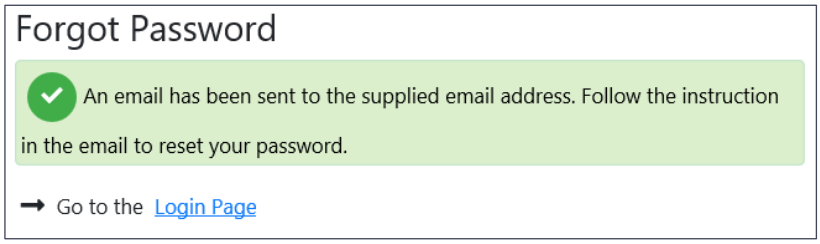


   NOTE: Fields denoted with the **red** asterisk (*) are required, e.g. Username, Email.

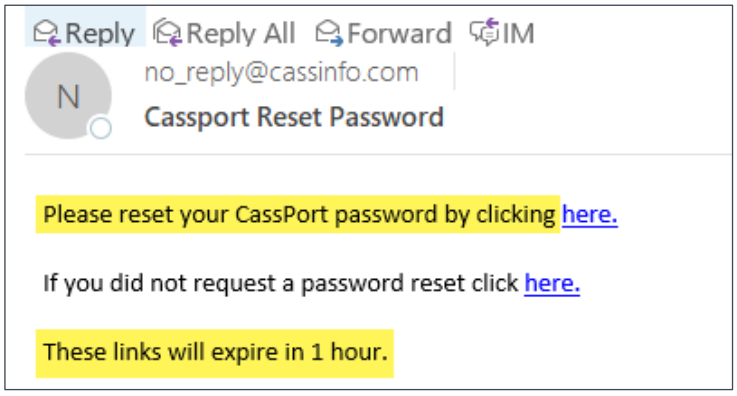
2. Enter your Username in the "*Username*" field.

3. Enter the *email address* that you used at the time you registered to receive the temporary password link into the *"Email"* field.

4. Click Email Link. The following message displays:



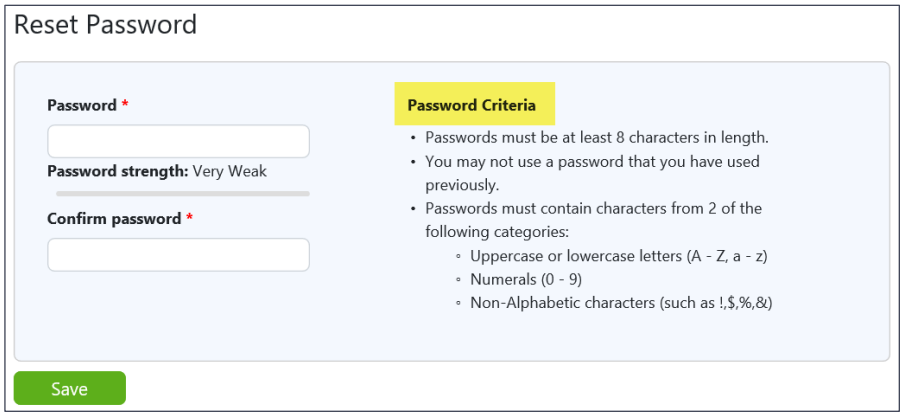
5. Open your email and locate the *"CassPort Reset Password"* email.



NOTES:

- If you don't reset your password within an hour, go to ***Step #1*** and restart the "*Forgot Password*" steps.
- This email is sent from **no_reply@cassinfo.com**. If you do not see the email within a few minutes of entering the information, verify that it was not routed to your spam folder or deleted folder.

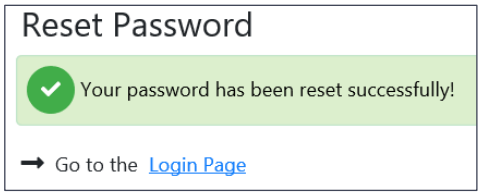
a. Click the reset *CassPort link* to display the ***Reset Password*** screen.



i. Enter a password containing a minimum of 8 characters, including two characters that are upper- or- lowercase alphabetical letters (A-Z, a-z), a numeral (0-9) or a non-alphabetical character, *e.g. !, $, or %*. Refer to the *"Password Criteria"* bullets shown above in the *"Reset Password"* screen for details.

NOTE: The *Password strength* indicator, displayed beneath the *Password* field, helps you to create a strong password that may prevent a cybersecurity issue.

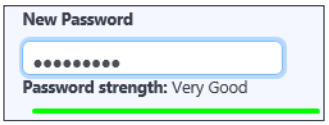
ii. Click Save. If the password was successfully reset, the following message displays:



NOTES:

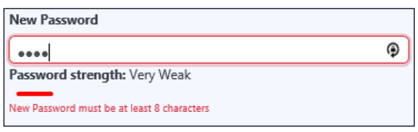
- If your password does not meet the required criteria, you cannot save it. Once the "*Password strength*" indicator shows "*Very Good,*" it can be saved:

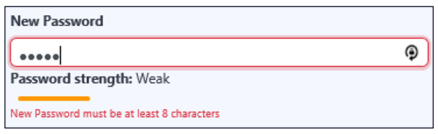
  Example of an Acceptable "Very Good" Password

- The *"Password strength" indicator* provides a gauge of the level of security of your new password; if the password is weak, the indicator reflects this as shown in the following examples:

  Examples of Unacceptable "Very Weak / Weak" Passwords

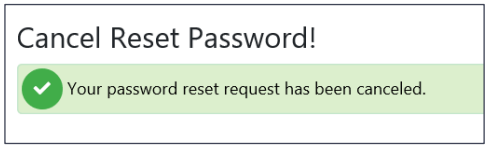
  

iii. Go to the *Login* page by clicking the Login Page link.

OR

b. Click the 2nd *link* if you did not request to reset your password.

The following message displays:



Click the CassPort logo to display the *CassPort* login screen.

The CassPort Home Page

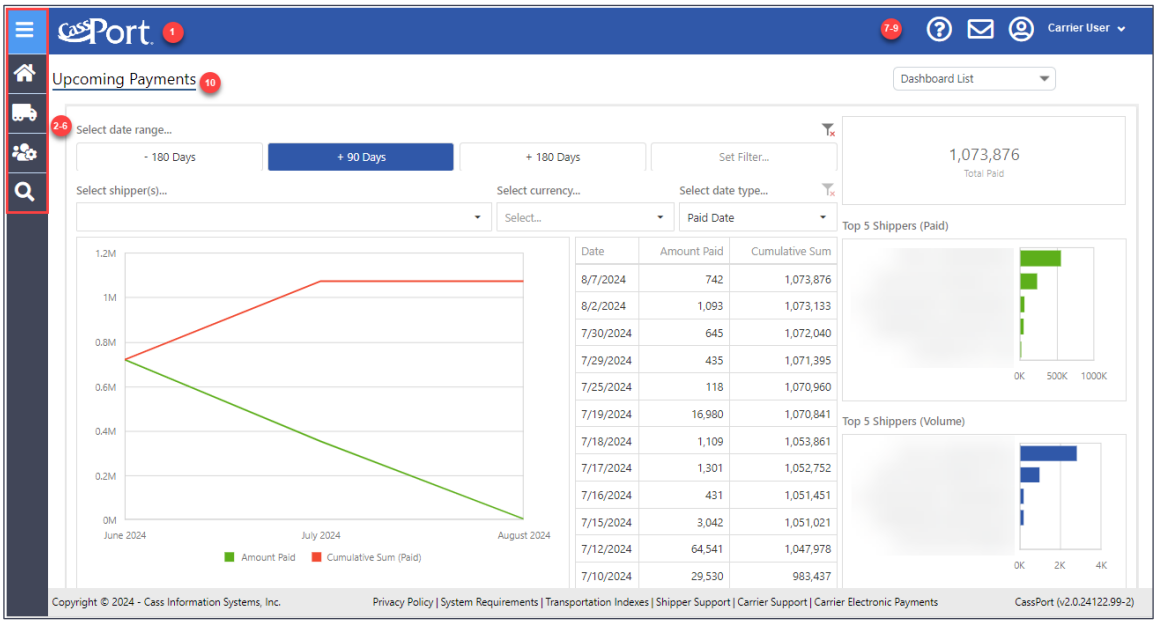
The *CassPort home page* displays the toolbar icons along the left-edge of the screen, *e.g., Home, Carrier, Admin, and Inquiry*. The *CassPort* header bar options, *Help, My Messages and User Profile,* are in the upper right corner. Refer to the screen capture shown on the next page.

The *Upcoming Dashboard* also displays on the home page and shows data based on the accounts assigned to the user's profile. This dashboard provides a visualization of the data related to your payments. Refer to "*The Upcoming Payments Dashboard - Dashboard Elements*" topic heading for more information.

NOTES:

- The *Home, Carrier, Admin and Inquiry* menu options that you see in the toolbar may vary from the examples shown in this document. You are assigned specific *CassPort* groups, *i.e., applications and resources,* based on your role and business functions, by your *Cass Carrier Support Services Team*.
- For questions about your menu options, contact your applicable *Cass Carrier Support Services Team* as follows:
  - For *Cass North American Carrier Support*, contact **314-506-5959** or by email to **carriersupport@cassinfo.com**.
  - For *Cass Global Region Carrier Support*, send an email to your **Carrier Support Representative**.

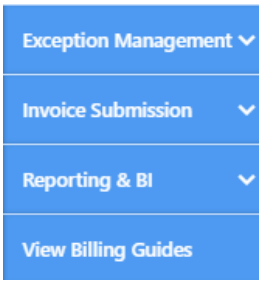
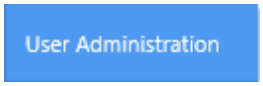
Example of the CassPort Home Page & Dashboard

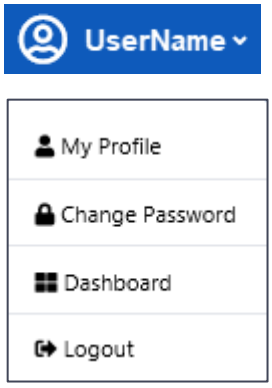


Home Page Elements

The following table briefly describes each element, e.*g., icons, fields, and buttons*, available on the *CassPort* home page.

Element	Description
1. CassPort Logo	Click to return to the *CassPort home page* from many of the applications or resources.

Element	Description
2. Toolbar Menu Expand	• Allows you to display toolbar options with titles. • Click the icon to close the expanded menu and display icons only.
3. Home	Allows you to return to the *CassPort* home page.
4. Carrier **NOTE:** Your menu options may be different than the examples shown here. Each user is assigned specific *CassPort* groups of applications and resources by their *CassPort Administrator*.	Displays a list of available options grouped by *Exception Management*, *Invoice Submission*, *Reporting & BI and View Billing Guides*.  **NOTE:** Refer to the "*Accessing CassPort Applications & Resources*" topic headings for more details on each option.
5. Admin	Displays the *User Administration* option. This is available to carriers only if they have been given permission to use this option.  **NOTE:** If you are a *CassPort Administrator*, refer to the "*CassPort Administrator User Guide*" documentation for details on creating and setting up user permissions.
6. Inquiry	Allows you to: • Select Inquiry application allowing you to search for invoices. • Refer to the "*Inquiry*" section in this document for more details.
7. CassPort Help	Allows you to: • Contact a Cass representative through the *Contact* option. • View the *CassPort Carrier Guide* in either English / Spanish.
8. My Messages	Displays the *My Messages* page; refer to the *"Viewing My Messages"* heading for more details.

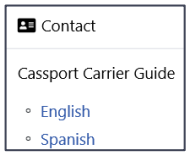
Element	Description
9. User Profile Options  	Click the dropdown icon to access the following options as described below: • **My Profile** – access to update your user profile information, e.g., first and last name, company address, contact info. etc. • **Change Password** – select to change your CassPort password, as needed. • **Dashboard** – allows you to choose your default dashboard and settings. • **Logout** – allows you to logout of *CassPort*. **NOTE**: Refer to the ***"User Profile Options"*** topic heading for details.
10. Dashboard Name & Elements Upcoming Payments	Displays the name of the dashboard currently displaying on your home page, *Upcoming Payments*. The dashboard is comprised of graphical and numerically representation of your account's data, such as the following: • Line and Bar Charts, e.g. Amount Paid vs. Cumulative Sum Paid, Top 5 Shipper's Paid amounts and volume. • Numerical data, e.g. Amount Paid vs. Cumulative Sum Paid by date and total revenue amount.

NOTE: There are also quick links located at the bottom of the CassPort home page, *e.g., System Requirements, Transportation Indexes, Shipper Support, Carrier Support, Carrier Electronic Payments*, to commonly used applications or information.

Using the Help Option

The ***Help*** icon is shown in the header bar and may be used to contact a Cass representative and/or view the *CassPort Carrier Guide*.

Example of the Help Options



Contact Option

The Contact option provides a list of *Cass* services, freight contact information and other options. Always contact the *Carrier Services Support Team* if you have questions, however, for a listing of other Cass offices or contacts, use this option.

IMPORTANT NOTE: You should first contact your **Cass Carrier Support Team** to ensure that you reach the correct individuals who can address your questions:

- For *Cass North American Carrier Support*, contact 314-506-5959 or by email to carriersupport@cassinfo.com.
- For *Cass Global Region Carrier Support*, send an email to your *Carrier Support Representative*.

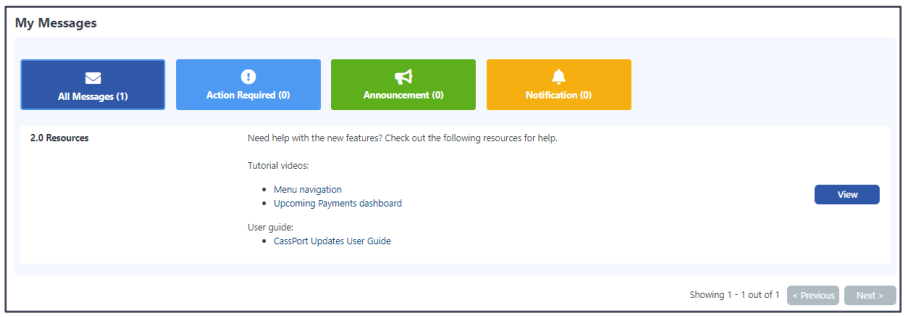
CassPort Carrier Guide

From the ***Help*** menu, click the applicable *CassPort User Guide* option, e.g., *English / Spanish*. The manual displays as an Adobe PDF file, which you may view and/or print. Check here occasionally for updates, changes, or enhancements to the *CassPort* tools and applications.

Viewing My Messages

The ***Messages*** icon is shown in the upper right of the header bar, and it allows you to view the ***"My Messages"*** page. This page displays messages grouped by the "*All Messages*" and the "*Action Required*" tabs; the "*All Messages*" tab displays messages in the lower portion of the screen by default.

Example of the My Messages Page



The number of messages contained within a group is shown on each message icon, *e.g. All Messages (1), Action Required (0)*. The *Announcements and Notifications* tabs will provide additional information in the future.

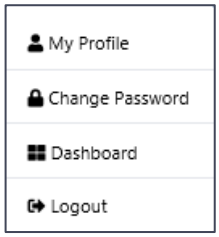
User Profile Options

The ***User Profile***

option allows you to edit your profile information, change your login password, set up dashboard favorites, if multiple dashboards are assigned, and log out of *CassPort*.

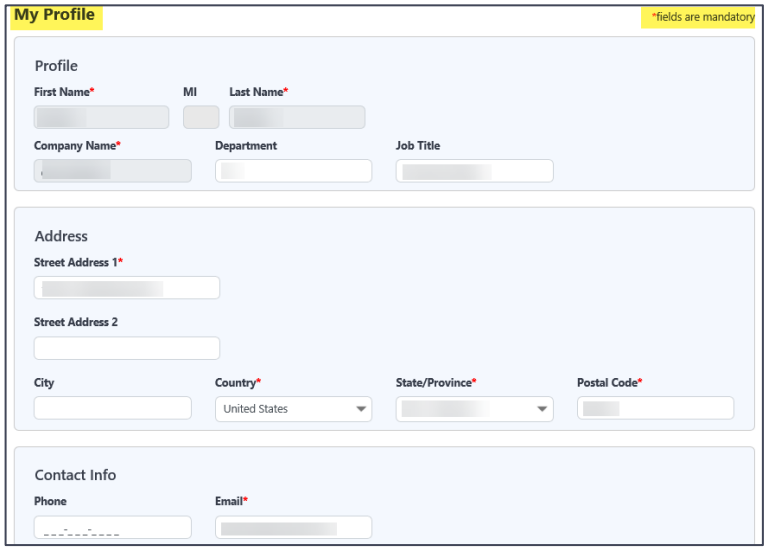
NOTE: Carriers currently have one dashboard assigned, *Upcoming Payments*.

Click the *User Profile* dropdown icon to display the following menu options, as shown below:



My Profile

The *My Profile* menu option allows you to update basic user information, such as *first and last name, company name, address and email address*.



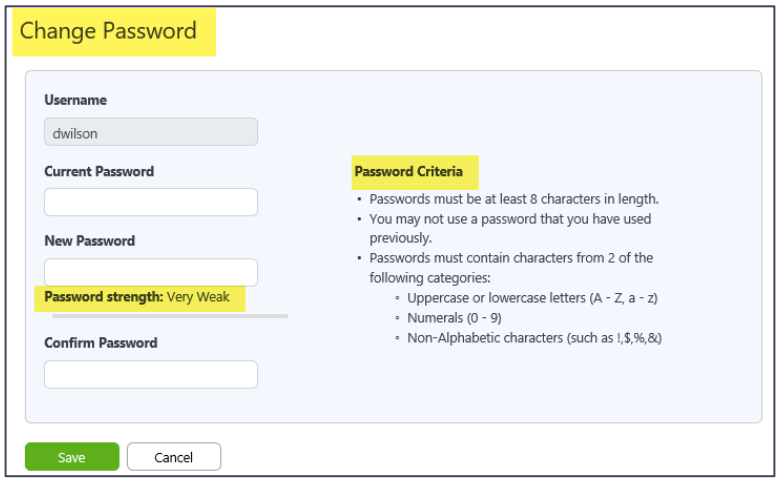
NOTES:

- Fields denoted with a **red** asterisk (*) are required.
- The user must click the Save button if any changes are completed on this screen.

Change Password

The *Change Password* menu option allows you to change your password as needed. For example, if your password has become compromised or known by a malicious entity, choose this option.

Example of the Change Password Screen

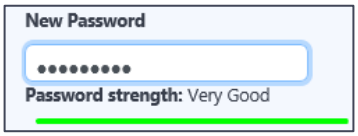


NOTES:

- You must click

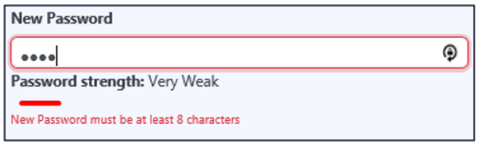
to save the new password.
- If your password does not meet the required criteria, you cannot save it until the "*Password strength*" indicator shows "*Very Good,*" as shown here:

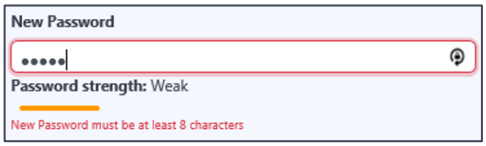
  Example of an Acceptable "Very Good" Password

- The *"Password strength" indicator* provides a gauge of the level of security of your new password; if the password is weak, the indicator reflects this as shown in the following examples.

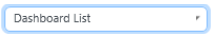
  Examples of Unacceptable "Weak / Very Weak" Passwords

Dashboard Options

The *User Profile* - *Dashboard* menu option allows you to setup your favorite dashboards when multiple dashboards are assigned to you. Currently, only the "*Upcoming Payments*" dashboard is available to carriers; therefore, you will not use this option.

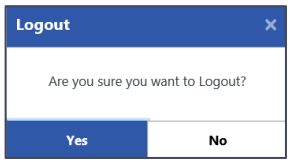
The *Dashboard List* feature 

displays in the upper right section of your dashboard and is used to switch to another dashboard if multiple dashboards are assigned to you.

Logging Out of CassPort

The ***Logout*** menu option allows you to logout of *CassPort*. The following prompt displays when you click this option:

Example of the Logging Out of CassPort Prompt



Click

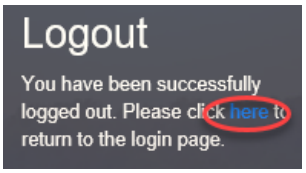
to exit or

to not exit.

NOTE: If you select

, the *CassPort Logout* screen displays.

Click the link to return to the login page.

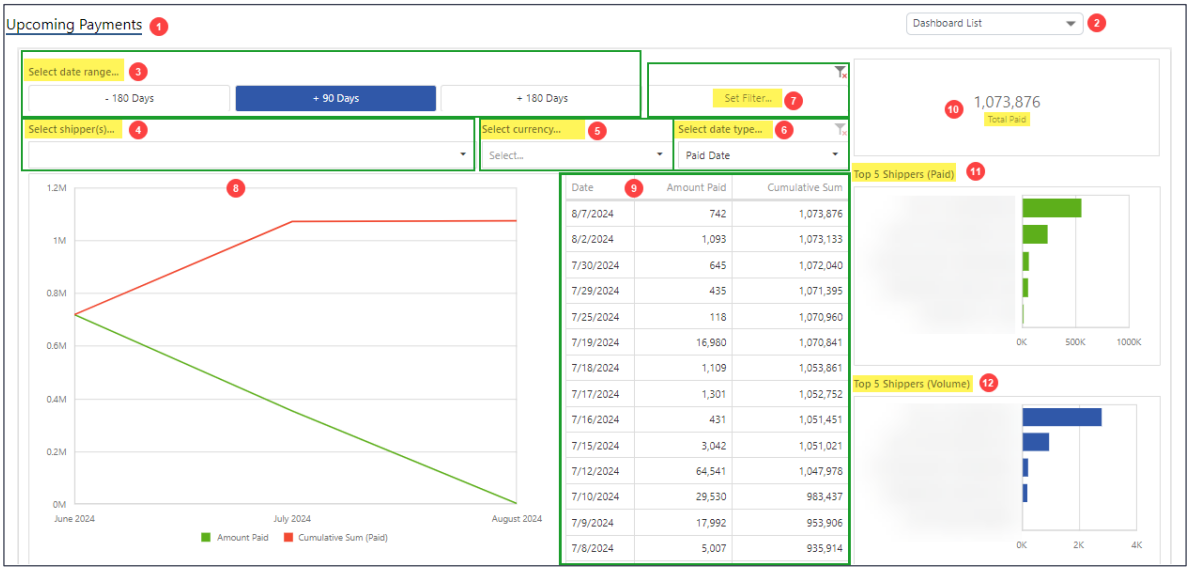


The Upcoming Payments Dashboard

The *Upcoming Payments* dashboard provides a visualization of the data related to your payments and by default shows the upcoming payments for the current month and the next 60 days as shown on the + 90 Days tab *(see Item #3 below)*. You can choose to view payments for either the previous or next six months by clicking on their applicable tabs, e.*g.* - 180 Days, + 180 Days. Another option is to click the Set Filter... button (*see Item #7 below*) to select a range of dates from a pop-up calendar. Refer to the ***"Select a Range of Dates"*** topic for details.

Payment data is graphically and numerically shown in several different regions on the dashboard. For example, the "*Amount Paid vs. Cumulative Sum (Paid)*" line chart *(Item #8)* displays on the left section of the dashboard for the selected period, e.*g. +90 days, +180 days*. On the right side of the screen, the "*Total Paid,*" "*Top 5 Shippers (Paid)" and the "Top 5 Shippers (Volume)"* data and bar graphs *(Items #10-12)* provide a snapshot of your top shippers.

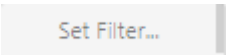
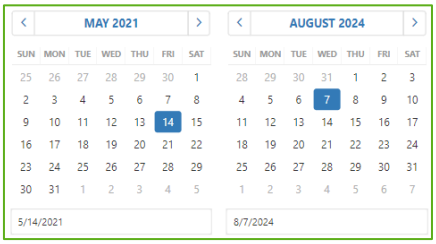
Example of the Upcoming Payments Dashboard

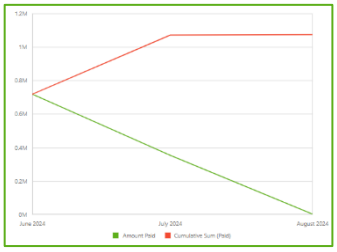
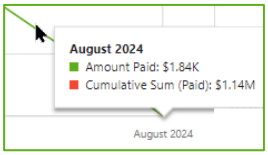


Upcoming Payments Dashboard Elements

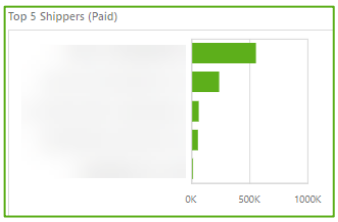
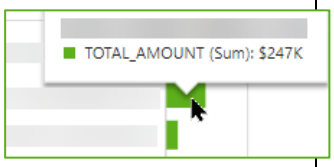
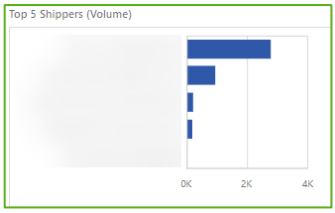
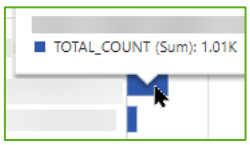
The following table briefly describes each element, e.*g.*, *icon or option*, and area shown on the *Upcoming Payments* dashboard.

Elements	Description
1. Dashboard Name Upcoming Payments	Displays the name of your dashboard; the **green** line indicates that it is the active or currently displayed dashboard. Currently, this is the only dashboard available to you.
2. Dashboard List Dashboard List	Your *Dashboard List* options are based on your user permissions setup by your *CassPort Administrator;* as mentioned above, the *"Upcoming Payments"* dashboard is the only assigned dashboard.
3. Select Date Range Options + 90 Days - 180 Days + 180 Days	These options allow you to select a period of time that displays on the dashboard. • *+90 Days* - this is the default; displays data based on the current month and the previous 60 days based on a Monday-Friday week. • *-180 Days* - click to display data based on the month and the previous 150 days based on a Monday-Friday week. • *+180 Days* - click to data based on the current month and the next 150 days based on a Monday-Friday week.
4. Select Shippers	Click the dropdown ▾ arrow to select one or more shippers to display only their data on the dashboard.
5. Select Currency Select...	Click the dropdown ▾ arrow to select a specific currency, *e.g.*, *CAN, MSN, USD,* to display only those accounts' data that match the selected currency.
6. Select Date Type Paid Date	Click the dropdown ▾ arrow to select a date type; *"Paid Date"* is the default. This setting determines if the amounts shown are based on the *ACH date or Paid date*. • *Paid Date* — the day Cass sets up payment. • *ACH Date* — the day the bank transfers the ACH payment to the carrier's bank.

Elements	Description
7. Set Filter Button  	Click to select a custom range of *"to and from"* dates from the pop-up calendars. 

8. Amount Paid vs. Cumulative Sum (Paid) Line Graph
 
	• Shows **green** and **red** graph lines representing the **amount paid** and **cumulative total paid** data based on the selected period of time.
	• Hover over the graph to display the ⬆ and ⛶ icons in the upper-right corner.
	  ○ Click the ⬆ *Export* icon to export data to a PDF, Image, or Excel file, e.g. .
	  ○ Click the ⛶ *Maximize* icon to display the graph on a maximized screen for analysis purposes.
	• Hover the mouse over a data line to display data point details for that period of time.
	 

9. Amount Paid vs. Cumulative Sum (Paid) Table
Date | Amount Paid | Cumulative Sum
8/7/2024 | 742 | 1,073,876
8/2/2024 | 1,093 | 1,073,133
7/30/2024 | 645 | 1,072,040
7/29/2024 | 435 | 1,071,395
7/25/2024 | 118 | 1,070,960
7/19/2024 | 16,980 | 1,070,841
7/18/2024 | 1,109 | 1,053,861
	• Shows the amount paid and cumulative sum listed in date order (most recent to oldest) based on the selected period of time.
	• Data can be sorted numerically by *Amount Paid*, Cumulative *Sum*, or *Date* columns in either ascending ↑ (A-Z, 0-9) or descending ↓ order (Z-A, 9-0).
	• Hover over the graph to display the ⬆ and ⛶ icons in the upper-right corner.
	  ○ Click the ⬆ *Export* icon to export data to a PDF, Image, or Excel file, e.g. .
	  ○ Click the ⛶ *Maximize* icon to display the table on a maximized screen for analysis purposes.

Elements	Description
10. Total Paid region 	• Displays the total amount paid to shippers based on the selected filters. • Hover over the area to display the and icons in the upper-right corner. ○ Click the *Export* icon to export data to a PDF, Image, or Excel file, e.g. . ○ Click the *Maximize* icon to display data on a maximized screen for analysis purposes.
11. Top 5 Shippers (Paid) Bar Graph  	• Displays the top 5 shipper's total amount paid sorted by highest to lowest amounts based on the selected filters. • Hover over the area to display the and icons in the upper-right corner. ○ Click the *Export* icon to export data to a PDF, Image, or Excel file, e.g. . ○ Click the *Maximize* icon to display the graph on a maximized screen for analysis purposes. • Display a shipper's *total paid details* by hovering the mouse over the bar representing that account. 
12. Top 5 Shippers (Volume) Bar Graph  	• Displays the top 5 shipper's volume sorted by highest to lowest amounts based on the selected filters. • Hover over the area to display the and icons in the upper-right corner. ○ Click the *Export* icon to export data to a PDF, Image, or Excel file, e.g. . ○ Click the *Maximize* icon to display the graph on a maximized screen for analysis purposes. • Display a shipper's *volume details* by hovering the mouse over the bar representing that account. 

Select a Range of Dates

By default, your dashboard displays account data based on the current 30 days (Monday-Friday) plus the next 60 days, e.g. + 90 Days. You can change the period or date range you want to see on the dashboard by either choosing one of the preset options, - 180 Days or + 180 Days., or click the Set Filter... button to choose a date range from the pop-up calendars. If you select a custom date range, you must click the Apply button to refresh the dashboard's data.

Example of the Range of Dates & Set Filter Options

To change the period of time:

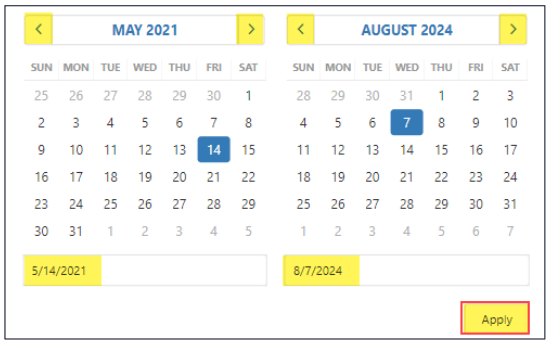
Click one of the following options to display data for that period of time:

Select a Range of Dates - Period of Time Options	
- 180 Days	Displays the current month and the previous 150 days based on a Monday-Friday week.
+ 180 Days	Displays the current month and the next 150 days based on a Monday-Friday week.
+ 90 Days	Displays by default; shows the current month and the previous 60 days based on a Monday-Friday week.

Select a Custom Range of Dates

You can change the starting and ending *("To / From")* dates by clicking the Set Filter... option. However, the dashboard's data isn't updated or refreshed until you click the Apply button located in the pop-up calendars.

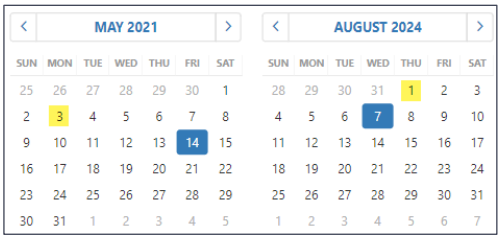
1. Click the Set Filter... to select a range of dates *("To / From" dates*) from pop-up calendars, as shown below:



2. Change the *"To / From"* date range using one of the following three methods:

   a. Click the calendar's < > *Previous / Next Month's* icons to scroll to the applicable month.

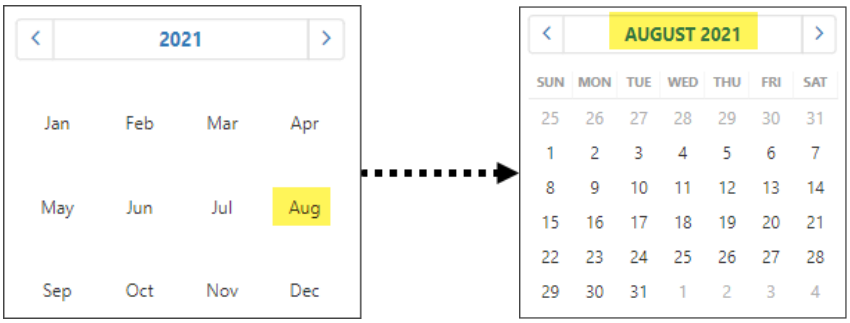
      i. Once the applicable month's calendar displays, click a date, *e.g.,3rd, 1st,* to select the beginning / ending date(s).



      ii. The selected month/day/year displays in the *"To"* / *"From"* date range fields, 5/3/2021, 8/1/2024.

OR

   b. Click the calendar's MAY 2021 *month/year title* to display all months of the year, as shown here:



      i. Click a month, e.g., August, to select it and display that month's calendar.

      ii. Click a date on the calendar(s) to select the beginning / ending date of the range.

      iii. Notice that the selected month/day/year displays in the *"To"* / *"From"* date range fields, 8/2/2021, 8/1/2024.

OR

   c. Click in the applicable *"To"* / *"From"* date range field(s), 8/2/2021, and enter a date using the MM/DD/YYYY format, *e.g., 8/2/2023*.

   TIP: You do not have to enter the "/" symbol separating the month, day, and year.

      i. The date displays in the applicable field, e.g., 8/22/2023.

      ii. Click Apply to close the pop-up calendars and apply your selections to the dashboard.

NOTES:

- The Set Filter... button changes to the selected *"To / From"* date range, 8/22/2023 - 7/4/2024 .
- To change the custom dates to a different range of dates, click the icon and then select the dates as needed from the pop-up calendars.
- To change the custom dates and return to the default *"To/From"* dates, click the *Clear Master Filter* icon.

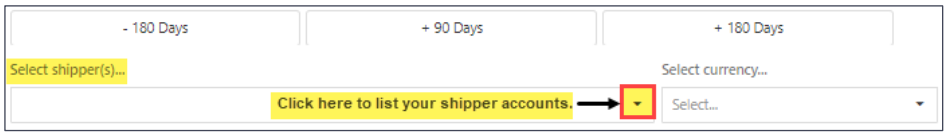
Filtering by Shippers

The *Shipper Filter* option allows you to select one or more shipper accounts to display only their data on the dashboard.

To do this, click the *Select Shipper(s)* dropdown arrow. Next, either scroll through the list and click to select one or more shipper accounts or enter a complete or partial *shipper code(s) or name(s)* in the *Shipper* search fields to quickly narrow the list to those matching your criteria. Your dashboard immediately updates to show only the selected shippers' data.

Select Shippers from the Shipper Account List

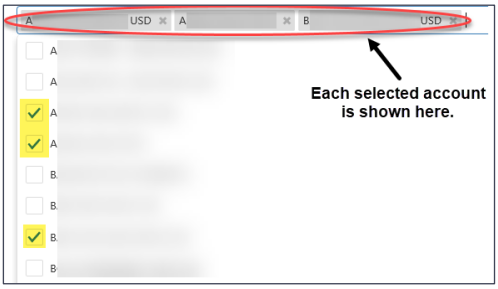
1. Click the *Select Shipper(s)* dropdown arrow to list all shippers.



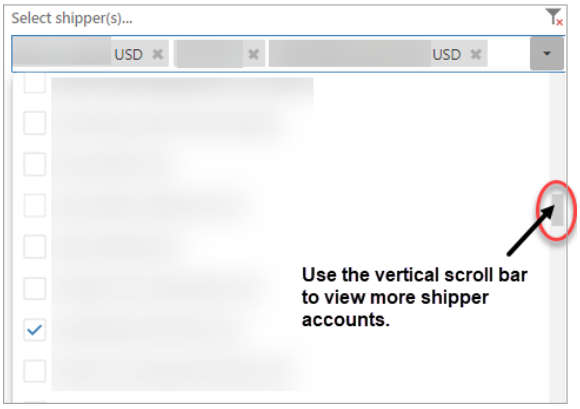
The shipper accounts list alphanumerically (0-9, A-Z) as shown below:

2. Select one or more shipper accounts as follows:

   a. Click each shipper's ☐ selection box located at the left margin of the account name.



   b. Point to the vertical scroll bar and drag to view more accounts, as shown below.



NOTES:

- Notice that each selected shipper account is listed in the *Select Shipper(s)* field, *e.g.*, [redacted] USD ✖ or the number of selected accounts displays, e.g. 11 selected ✖.
- To deselect a selected shipper account, you can either click the account's ✖ *Delete* icon shown in the *Select Shipper(s)* field, e.g., [redacted] USD ✖ -OR- click its selection box ☑ to remove the checkmark, ✔.
- To deselect or clear <u>all</u> shipper selections, click the *Clear Master Filter* located at the end of the *Select Shippers…* field as shown below.

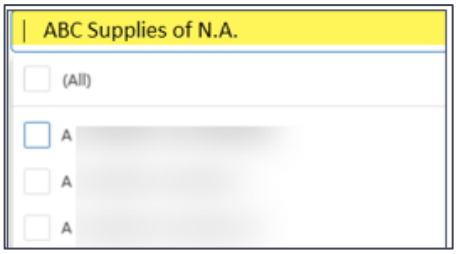
  The dashboard refreshes to show data for the selected shippers.

Select Shipper Accounts by Entering Shipper's Account Criteria

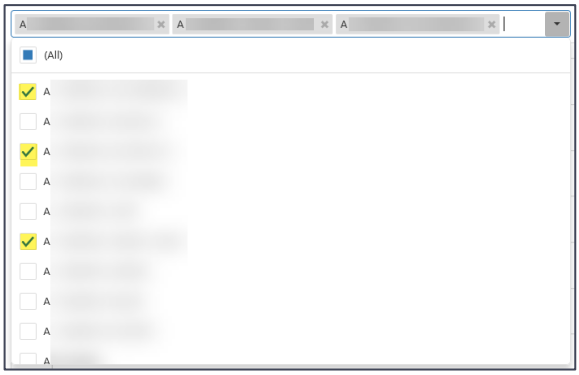
These steps explain how you can search for specific shipper accounts by entering their complete or partial *shipper name* in the *Select Shipper(s)* search field. This method allows you to quickly find shippers that match your criteria. Your dashboard immediately updates to show only those that match your search criteria.

1. Enter a partial or complete account name in the Select Shipper(s) field, e.g., Enter your criteria here , to search for accounts that match the criteria, e.g., enter "central" to list all accounts containing the text "central," or enter "ABC Supplies of N.A." to list only those accounts.

   Example of the Shipper Accounts List Filtered by Account Name (ABC Supplies of N.A.)

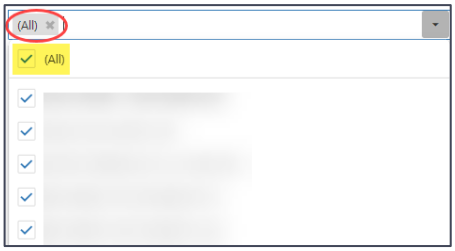
   

2. Click each applicable account's selection box to select individual accounts.

   OR

   Click the (All) selection box located at the top of the listed accounts.

NOTES:

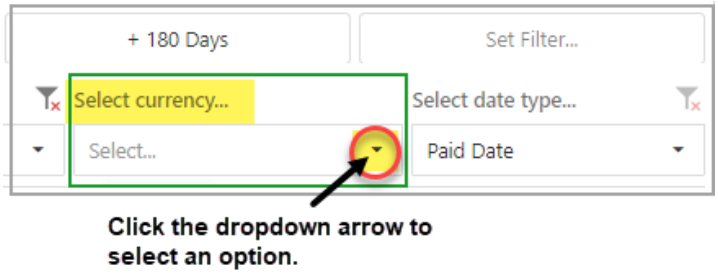
- Notice that (All) displays in the *Select Shipper(s)* field.
- Click the *Delete* icon in the *Select Shipper(s)* field to deselect all shipper accounts, e.g. (All).
- To deselect a selected shipper account, you can either click the account's *Delete* icon shown in the *Select Shipper(s)* field, e.g., USD -OR- click its selection box to remove the checkmark, ✔.
- To deselect or clear <u>all</u> shipper selections, click the *Clear Master Filter* located at the end of the *Select Shippers…* field as shown below.

The dashboard refreshes to show data for all shippers.

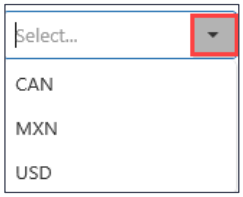
Changing the Currency Option

You can limit the data displayed on the dashboard by selecting a specific currency option, *e.g.*, *EUR*, *MXN*, *USD*. To do this, click the *Select Currency's* dropdown arrow, as shown below.

Example of the Select Currency Option



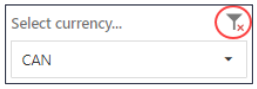
1. Click the *Select Currency* dropdown arrow to list the options, as shown below.



NOTE: Your list of options are based on your shipper accounts.

2. Click the applicable currency, *e.g.*, *MXN*, to display account data for that currency only.

NOTE: To deselect the currency and redisplay data for all currencies, click the *Clear Master Filter* icon, as shown here:

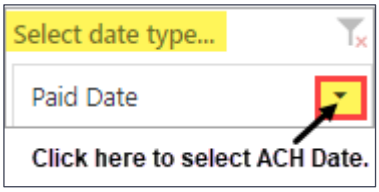


Changing the Date Type

By default, the *"Paid Date"* is used to display your shipper accounts' paid amounts and volume on the dashboard. You can choose to use the *"ACH Date"* by clicking the dropdown ▾ arrow and selecting that option.

NOTE: The *"Paid Date"* is the date Cass sets up the payment and the *"ACH Date"* is the date the ACH transfer occurs.

Example of the Select Date Type Option



1. Click the *Select Date Type* dropdown ▾ arrow, *e.g.*, Paid Date.

   NOTE: The field displays the currently selected date type, *"Paid Date."*

2. Click *"ACH Date."* The dashboard immediately refreshes.

Maximizing & Exporting a Window

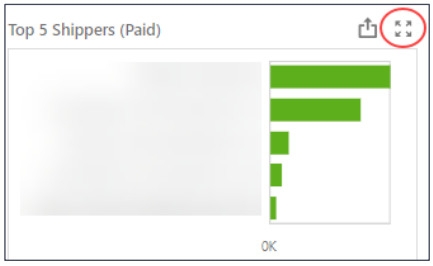
You can maximize any graph data shown on the dashboard to a full screen or window for analysis purposes. To do this, hover the mouse anywhere in the chart's / data window or area to display the ⛶ *Maximize* and ⬆ *Export to* icons. Next, click the ⛶ *Maximize* icon or the ⬆ *Export to* icon.

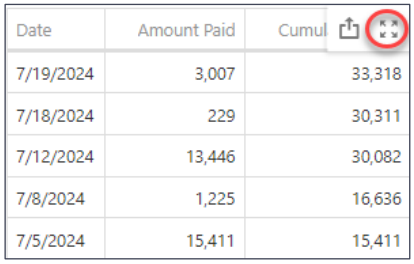
NOTE: The examples shown in this section are applicable to all charts on your dashboard.

Maximize a Window

1. Hover the mouse anywhere in the window or graph region to display the available icons.

   Examples of Maximizing a Graph's Window & the Amount Paid & Cumulative Sum Data

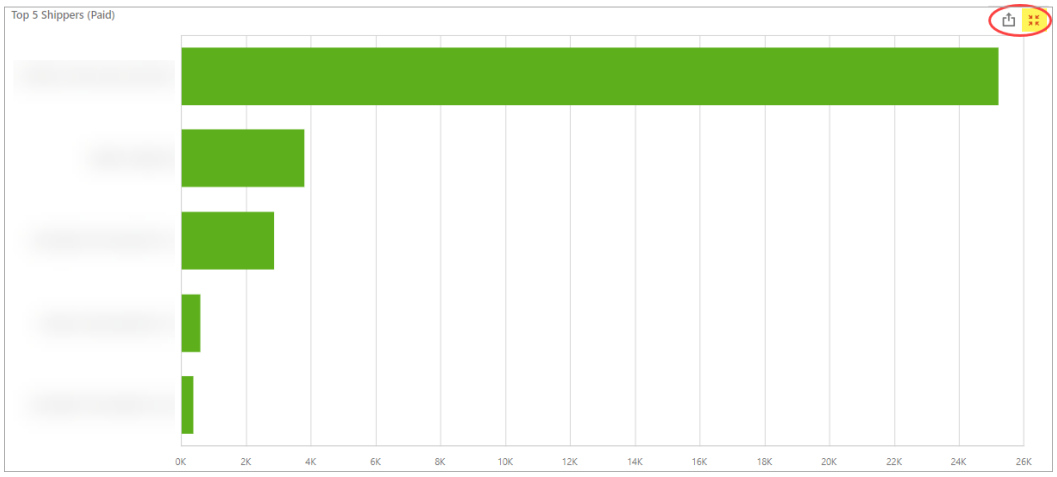




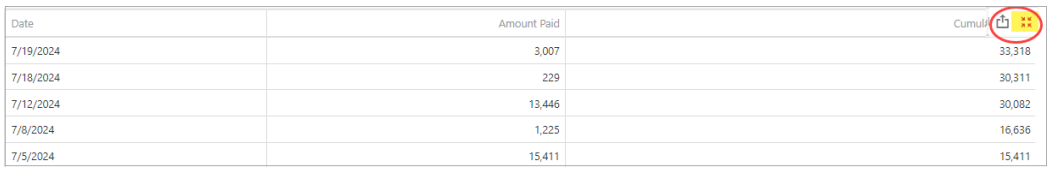
Date	Amount Paid	Cumul
7/19/2024	3,007	33,318
7/18/2024	229	30,311
7/12/2024	13,446	30,082
7/8/2024	1,225	16,636
7/5/2024	15,411	15,411

The window is maximized to a full screen, as shown in the examples shown below:

Example of the Top 5 Shippers Chart Maximized



Example of the Amount Paid & Cumulative Sum Data Maximized



Date	Amount Paid	Cumul
7/19/2024	3,007	33,318
7/18/2024	229	30,311
7/12/2024	13,446	30,082
7/8/2024	1,225	16,636
7/5/2024	15,411	15,411

NOTE: To display the *Restore* window and *Excel* icons, hover the mouse anywhere in the chart.

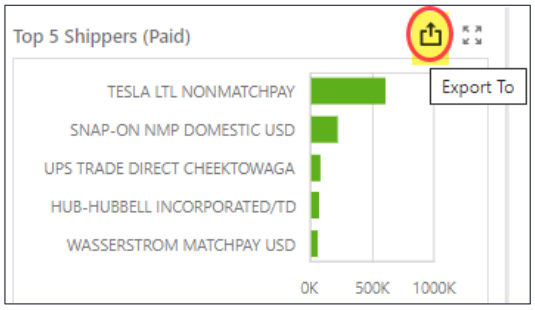
2. Click the *Restore* window icon to return to the window's original size.

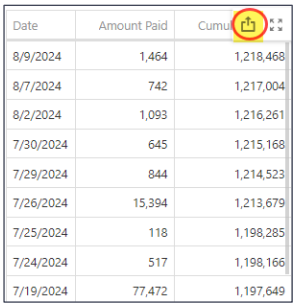
Export to a PDF, Image or Excel File

All graphs and the *Amount Paid & Cumulative Sum* table data can be exported to a PDF, Image or Excel file. Keep in mind that the exports are at a summary level; invoice detail is not available. Once exported, files can be printed or attached to an email for further analysis or discussion.

NOTE: You may also export the entire dashboard by hovering the mouse above the *"Total Paid"* region/window to display the *Export* icon.

1. Hover the mouse anywhere in the graph / data region to display and click the *Export* icon, as shown in the examples below.



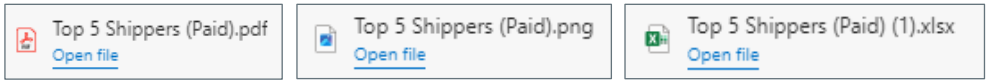


Date	Amount Paid	Cumul
8/9/2024	1,464	1,218,468
8/7/2024	742	1,217,004
8/2/2024	1,093	1,216,261
7/30/2024	645	1,215,168
7/29/2024	844	1,214,523
7/26/2024	15,394	1,213,679
7/25/2024	118	1,198,285
7/24/2024	517	1,198,166
7/19/2024	77,472	1,197,649

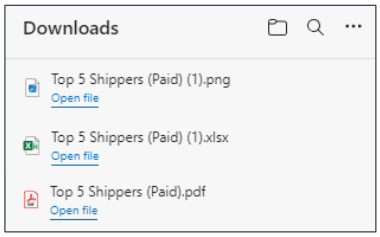
The *Export* file type options display as shown below:

2. Click one of the file type options:
   a. ***PDF*** – click to export the chart to an *Adobe Acrobat Reader* file, *e.g., PDF file format*.
   b. ***Image*** – click to export the chart to an image formatted file, *e.g., PNG file format*.
   c. ***Excel*** – click to export chart's data to an Excel formatted file, *e.g., XLSX file format*.

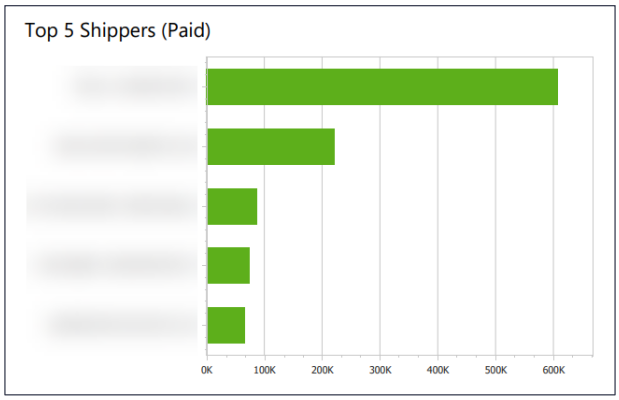
3. Locate the downloaded data file and click to open it.

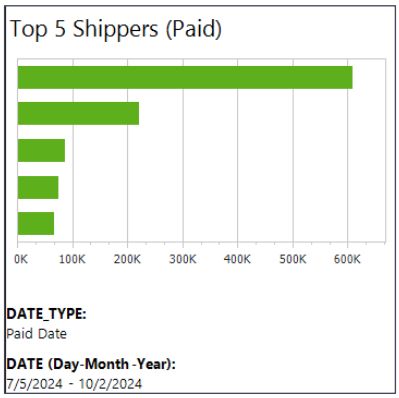


NOTE: Your Browser *(Google Chrome, Microsoft Edge, Firefox, etc.)* determines where the downloaded file name displays on your screen. For example, if you use Microsoft Edge, a "*Downloads*" pane may display or you can navigate to your PC's "*Downloads*" folder and click the applicable file name.



Examples of a PDF and Image File

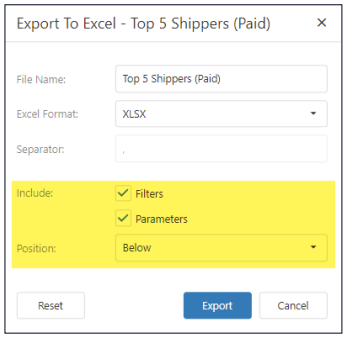




Example of an Excel File

	A	B	C	D	E
1	**Shipper #1 Total Paid**	**Shipper #2 Total Paid**	**Shipper #3 Total Paid**	**Shipper #4 Total Paid**	**Shipper #5 Total Paid**
2	$608K	$220K	$85.6K	$73.2K	$64.3K
3					
4	**DATE_TYPE**				
5	Paid Date				
6					
7	**DATE (Day-Month-Year)**				
8	7/5/2024 - 10/2/2024				

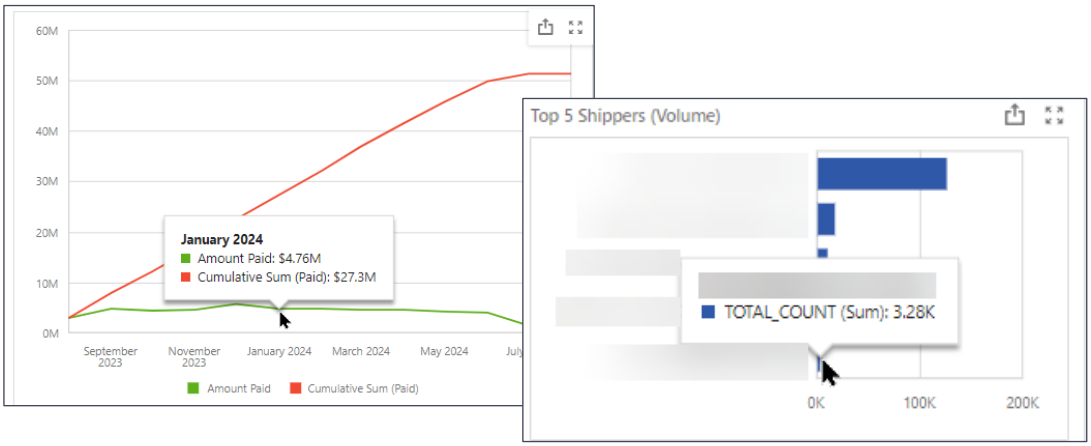
NOTE: The user selected the "*Filters*" and "*Parameters*" options to include the *"Date Type - Paid Date"* and *"Date Range (7/5/2024-10/2/2024)"* in the exported Excel file as shown below:



Displaying Data Point Details

To see data point details on a graph, hover your mouse anywhere on a graph's plotted lines or bars, as shown in the examples below.

Examples of How to Display a Graph's Data Details



Sorting Amount Paid & Cumulative Sum Data

The *"Amount Paid and Cumulative Sum"* data is sorted by date order in ascending order (A-Z, 0-9) by default. You can easily resort the data by any column, e.g., amount paid, cumulative sum, or date, in either in descending (9-0, Z-A or highest to lowest value) or ascending order (0-9, A-9 or lowest to highest value).

1. Point to the applicable column heading *(e.g., Amount Paid)* and click once to display the ↑ *Ascending* icon (*0-9*).

   The data is resorted in ascending order by that column.

   Example Showing Data Sorted in Ascending Order by Amount Paid (Lowest to Highest Value)

Date	↑ Amount Paid	Cumulative Sum
7/25/2024	118	51,258,805
2/24/2024	132	31,834,516
3/16/2024	284	34,876,193
3/30/2024	342	36,813,633
1/20/2024	366	25,844,544
12/9/2023	427	18,410,987
7/16/2024	431	51,128,122
11/18/2023	442	15,526,965
7/24/2024	517	51,258,687

2. Click the same column heading again to sort in ↓ descending order (Z-A, 9-0).

   Example Showing Data Sorted in Descending Order by Amount Paid (Highest to Lowest Value)

Date	↓ Amount Paid	Cumulative Sum
9/6/2023	1,827,047	5,348,711
12/29/2023	959,938	22,580,440
1/26/2024	892,169	27,119,109
6/21/2024	871,528	48,839,253
12/22/2023	856,694	20,901,297
2/9/2024	850,158	29,332,080
1/19/2024	827,577	25,844,178
12/15/2023	825,110	19,562,834
2/2/2024	819,275	28,180,442

3. Click the same heading again to resort column in ascending order.

Accessing CassPort Applications & Resources

The ***Carrier***, ***Admin***, and ***Inquiry*** menu options provide access to applications and resources that you have been given permission to use by your *CassPort Administrator*. Each of these are described in this topic.

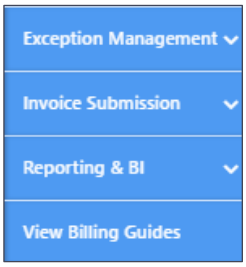
NOTES:

- You may not see all of the options described in this section since they are based on your *user profile* setup by your *CassPort Administrator*.
- There are also quick links located at the bottom of the CassPort home page, *e.g., System Requirements, Transportation Indexes, Shipper Support, Carrier Support, Carrier Electronic Payments*, to commonly used applications or information.

Carrier Menu Options

If you are a *Cass* carrier, the ***Carrier*** menu is available to you. It displays a list of carrier-based options grouped by *Exception Management*, *Invoice Submission, Reporting & BI and View Billing Guides*. Additional information on the usage and functionality of these applications can be found in the next main section, ***"Carrier Menu"***.

Example of the Carrier Menu Options



NOTE: Your menu options may vary since each user is assigned specific *CassPort* groups of applications and resources by their *CassPort Administrator*.

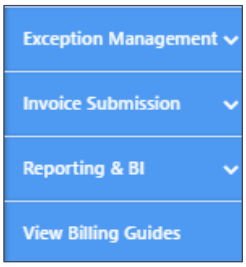
Inquiry Link

The *Inquiry* menu allows you to search for invoices by Invoice Number, Pro Number, Carrier Tracking Number, Doc/SID/BOL Number, EBilling or Final Document Number. Refer to the *"Exception Management – Resolving a Record (Accept, Route, Reject) in Shipment Management and Inquiry*" topics and the ***"Inquiry"*** section of this document for more information on this tool.

Carrier Menu

This topic provides an overview of the groups of applications and resources available through the *Carrier* menu.

Example of the Carrier Menu Options



NOTE: Your menu options may be different than the examples shown here. Each user is assigned specific *CassPort* groups of applications and resources by their *CassPort Administrator*.

Carrier Menu Options	
Group	**Description**
Exception Management	Allows users access to exception invoices that are on hold from normal processing and are pending approval. **NOTE:** Please refer to the "***Exception Management***" section for more details.
Invoice Submission	This section contains the *Invoice Upload* tool. This option is an alternative to paper invoice submission which allows you to upload bills and backup document files for processing. **NOTE:** Please refer to the "***Invoice Submission***" section for more details.
Reporting & BI (Reporting and Business Intelligence)	Contains several reports and tools designed to assist you in reconciling bills and working with exceptions. **NOTE:** Please refer to the "***Reporting & BI***" section for more details.
View Billing Guides	Allows users to view shipper Billing Guides that they haul for to successfully create and submit invoices for payment. **NOTE:** Please refer to the "***View Billing Guides***" section for more details.

Exception Management

Exception Management is a group of applications that allow you to view bills and associated data, approve or reject bills, and collaborate with shipper users to reach resolution of a record. These tools are available for records belonging to shipper (clients) that process using the Cass Global Platform. Most international carriers have access to these tools.

NOTE: Your *Exception Management* menu options may differ slightly based on your user login access privileges.

Application	Description
Shipment Management	Allows the user to view and approve exception bills for clients that process records on the Global Platform. This link takes you directly to the *Shipment Management* application and loads all records. You can filter records by any criteria to display only those records that you want to review. **NOTE**: Refer to the *"Exception Management – Landing Page and Shipment Management"* topics to learn how to pre-filter records on specific criteria from the Landing Page.
Landing Page	Allows the user to display all *Exception Management* tools they have access to on one window and to limit the number of invoices displayed by selecting one or more pre-filter options.
Invoice Management **Cass Internal Users Only!**	**This tool is used by Cass internal users only!** It allows Cass users to reject 'Final' invoices (INVOICE_TYPE = 'FI – Debit' or 'CM – Credit').

Application	Description
Invoice Reporting	• Allows visibility and functionality at the 'invoice' (summary/header) level instead of the shipment level for international clients and carriers. • This Statement-Of-Accounts (SOA) report allows users (carriers and shippers) to search and monitor the status of both invoice (billing summary) and shipment (PRO/SID) records processed on the Global Platform. • This tool provides insight into the status of all Cass processed invoices, including those rejected and paid. **NOTE:** Please refer to the "***Invoice Reporting User Guide***" for additional information.

Carrier User Setup

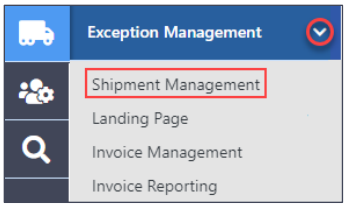
Your CassPort user profile must be setup to access Shipment Management; this must be completed by a Carrier Administrator or Cass Carrier Services Representative as shown below:

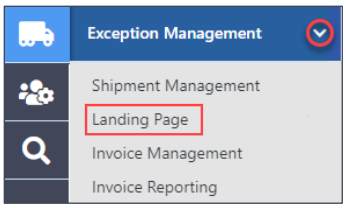
- For *Cass North American Carrier Support*, contact **314-506-5959** or by email to **carriersupport@cassinfo.com**.
- For *Cass Global Region Carrier Support*, send an email to your **Carrier Support Representative**.

NOTE: For Cass Carrier Support Representatives Only! User permissions are in *Global Roles & Permissions* beneath the *"Invoice Resolution"* section.

Accessing the Shipment Management Queue

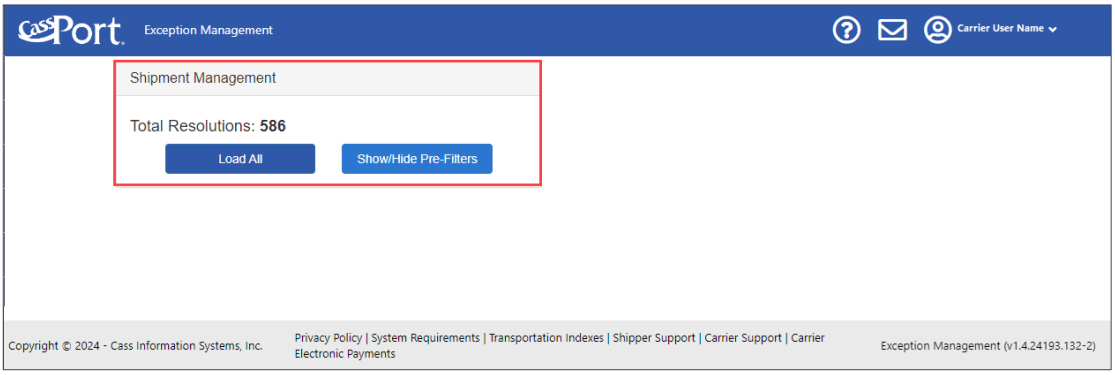
The *Shipment Management tool* can be accessed several ways:

Access Shipment Management	Description
1. *Carrier - Exception Management - Shipment Management menu option*  	• This option displays all exception invoices based on your user profile's assigned accounts. • Once your records display on the grid, you may customize your default view which allows you to apply filters and criteria to one or more of the column headings to find a specific group of invoices. **NOTE:** Refer to ***"Customizing Your View (Grid)"*** for more information

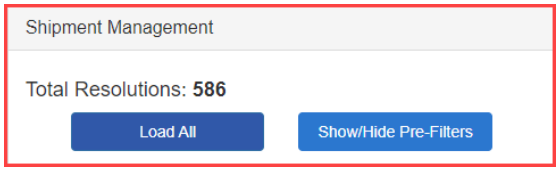
Access Shipment Management	Description
2. The *Carrier — Exception Management — Landing Page* 	This option allows you to access *Shipment Management* directly or the *Landing Page*. *From the Landing Page* you may select and apply pre-filters from the fields shown *(Route Group - Sub Groups)* to limit or narrow which exception invoices display on the grid. **NOTE:** Once you access Shipment Management, you can customize your view by applying filters and criteria from grid. Refer to ***"Customizing Your View (Grid)"*** for more information.

To access the Exception Management Landing Page:

1. From the *Carrier* menu, click the *Exception Management - Landing Page* menu option.



2. From the *Shipment Management* section:



   a. Click Load All to display **all** invoices.

   OR

   b. Click Show/Hide Pre-Filters to limit the invoices displayed by applying one or more *Pre-Filters* criteria.

Landing Page - Shipment Management Options

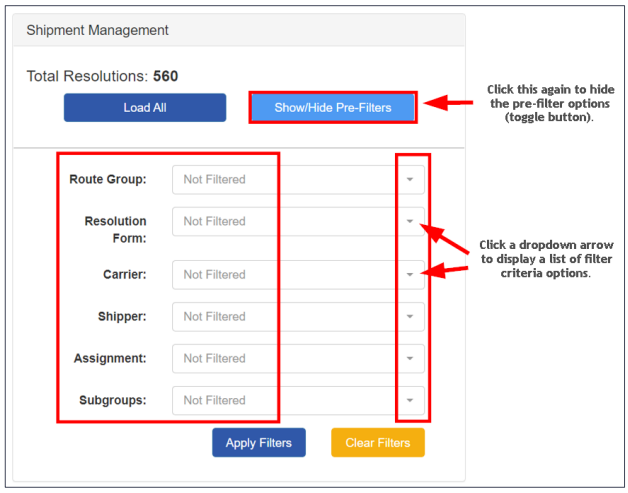
Elements/Options	Description
1. *Total Resolutions*	Indicates the total number of records available in the queue.
2. *Load All button*	Loads all records available in the *Exception queue*.
3. *Show/Hide Pre-Filters button*	Displays only those invoices that match one or more pre-filters criterion. **NOTE:** Once the records display on the grid, you can also apply more filters and criteria. Refer to the ***"Customizing Your View (Grid)"*** topic heading for more information.

Using Pre-Filters

The *Pre-Filter option* allow you to find and display a specific group of invoices based on one or more criteria, such as a specific route group, resolution form, or shipper.

NOTE: You may notice an increase in loading times if several filters are applied.

1. Click to show the *Pre-Filter* fields, as shown below.

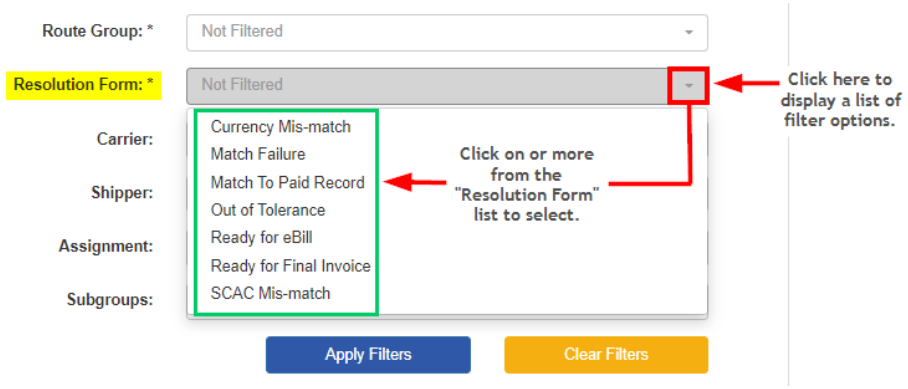


NOTES:

- Show/Hide Pre-Filters is a toggle button; click once to "*show*" pre-filter options, click again to "*hide*" pre-filters.
- The words, *"Not Filtered,"* displays in all pre-filter data fields if no criteria have been selected or applied.
- The options available under each drop down may vary by carrier and shipper. You may not see all the examples shown in your *Shipment Management queue*.

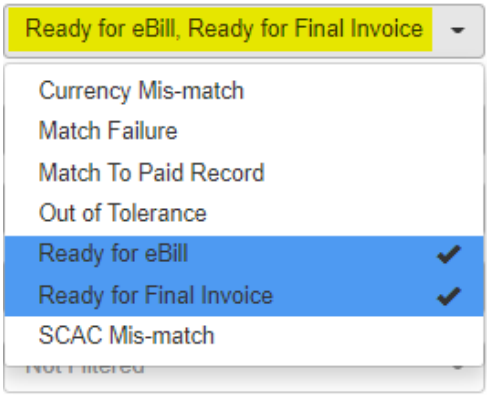
2. Click the applicable filter's drop-down arrow, *e.g. Route Group, Resolution Form, Carrier, Shipper, Assignment and Subgroups*, to display the criterion list.

   Example: The "Resolution Form" filter list is shown below.



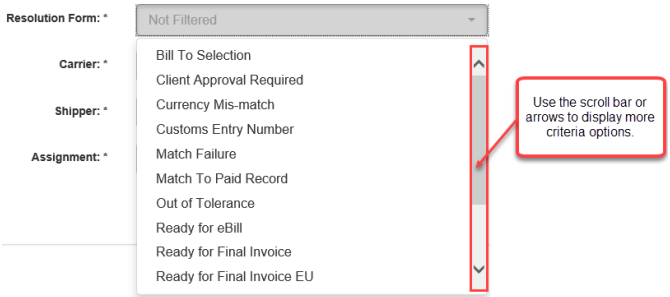
3. Click to select one or more criteria listed; a *checkmark* "✓" displays at the end of each selected criterion.

   Example: The "Ready for eBill" and "Ready for Final Invoice" resolution forms are selected.



NOTES:

- To remove a selection, click the criterion again or to remove all pre-filter criteria selected, *e.g. Route Group, Shipper, etc.*, click Clear Filters.
- Use the *scroll bar and/or scroll arrows* to display additional criteria, as needed.



4. Click Apply Filters to display all matched records. The *"Retrieving Data"* message displays briefly.

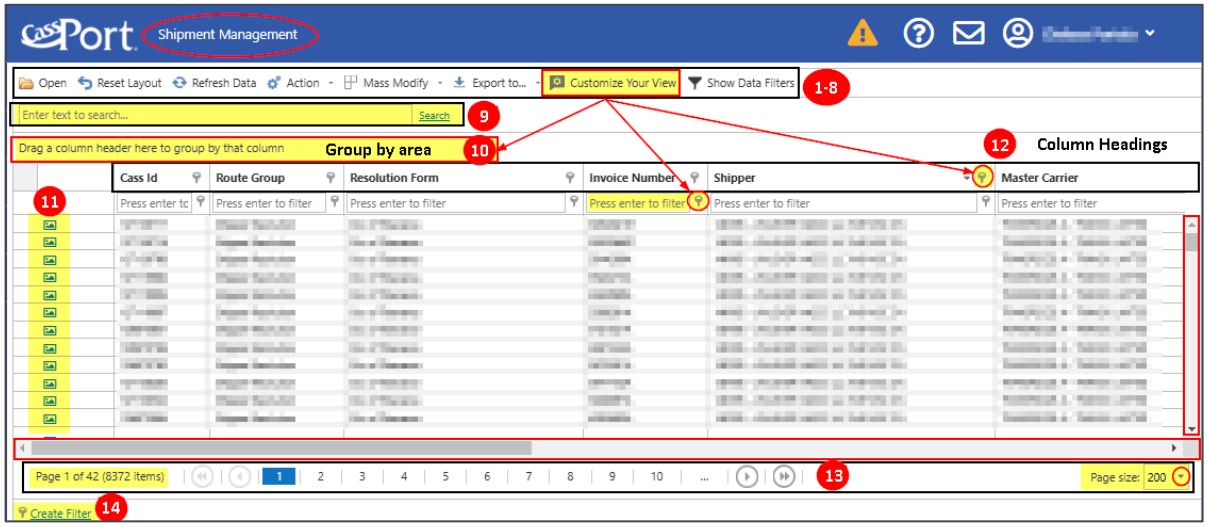
   OR

5. Click Clear Filters to remove all selected pre-filters.

Using Shipment Management

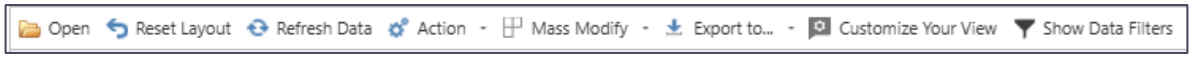
The *Shipment Management* tool displays all invoices by default unless you selected pre-filters on the *Landing Page*. Invoices display in rows, referred to as "*records*", and are listed numerically by *Cass ID* by default (refer to the example shown on the next page). Record data is separated by *column headings e.g., Cass ID, Shipper Code, Shipper Name, Carrier Code, etc.* which can be sorted, filtered, or grouped to help you to review and manage large numbers of invoices.

Example of Shipment Management Showing All Invoices (No Filters Applied)



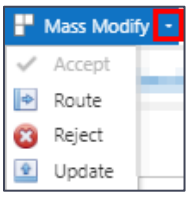
Function Buttons and Options

The following table describes the functions displayed at the top of the Shipment Management screen, as well as other options and screen elements, such as the page navigation icons and record selection box.

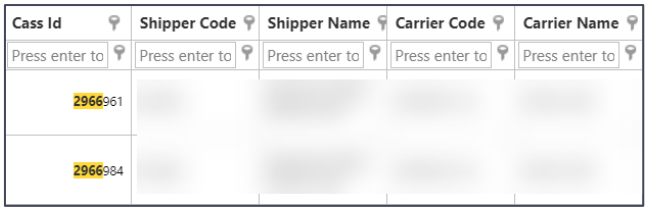


NOTE: To use the Action and/or Mass Modify function buttons, you must be given permission to access them. Contact your *Cass Carrier Support Representative* if you have questions.

Function Name	Description
1. *Open* Open	Allows users to display a record's *Resolution Form* to determine the appropriate resolution action and/or view shipment details, such as EDI data, images, history, and reasons the record is in Shipment Management.
2. *Reset Layout* Reset Layout	Removes any grid customizations set up by the user including grouping, filtering, and sorting. This function restores the grid to its default appearance or settings.
3. *Refresh Data* Refresh Data	Allows the user to refresh the grid to include any records that were updated while your session has been open; it does not remove grid customizations, such as sorting or grouping.
4. *Action menu* Action Upload Image Group for eBill Bulk Update Assign **NOTES:** Refer to "***The Action Menu Options***" topic for more details. The *Bulk Update* option is available to shippers only.	Allows users who have been given permission to use these functions to take an action on one or more selected records. • *Upload Image* – allows you to upload additional images to the selected record. • *Group for eBill* – allows authorized (international) carriers to group shipments/invoices into one (1) eBill (BI Billing Instructions). The special *Action – Group for eBill* option is only available for carriers utilizing the pre-billing (pro-forma) invoicing process where an initial carrier creating billing instruction via the CassPort Shipment Exception Management form "Ready for eBill" is followed by a final invoice upload. • *Assign* – allows carriers to assign a record to another user to be reviewed by them. **NOTE:** If you cannot select an *Action* menu option, this may indicate that you have not selected any records. Select a record first, then choose the *Action* menu again.

Function Name	Description
5. *Mass Modify*  	Allows users who have been given permission to access this function to select multiple records and then take the applicable action, *e.g. Accept, Route, Reject, Update*. • *Accept* – allows users to accept or approve a group of selected records for further processing. However, this option is available only on specified forms and will only appear if available for the form you have selected. • *Route* – – allows carriers to route the selected records for further review to Cass or other user groups based on the client's (shipper's) CassPort configuration. • *Reject* – allows carriers to reject the selected records to end any further processing. Cass will not take any further action on these records. • *Update* - allows users with access to Resolution Forms that are for a *MatchPay* invoice to resolve the records with different options. This option is not available for all forms. **NOTES:** ✓ You must be given permission to access these functions. ✓ If you cannot select a *Mass Modify* menu option, this may indicate that you have not selected any records. Select one or more records first, then reselect the function. ✓ Refer to ***"Resolving a Record from Shipment Management"* and *"Resolving a Record Using Inquiry"*** to accept, route or reject one record. ✓ Refer to ***"Resolving Multiple Records Using Mass Modify – Accept, Route, Reject & Update"*** for more information.

Function Name	Description
6. *Export to...* Export to...	Allows you to export all records or part of the grid results to one of the following file formats: • *Text* – to export the records in a text format which will need to be imported into a subsequent application (i.e. Excel) to do any further analysis. • *CSV* – to export the data into a .csv format extension which can be easily imported into Excel; most of the time this format is automatically opened in Excel. • *ExcelML* – to export records as an .xlsx file based on a predetermined format and may contain additional detail than what is available on the grid. • *Filtered Export (XLSX)* – data is exported to Excel with filtered column headings and are formatted exactly as shown on the grid. **NOTE**: Refer to ***"Appendix A: Exporting Data"*** later in this document for details.
7. *Customize Your View menu* Customize Your View	• Allows users to customize your grid (view) to fit your review style, e.g. rearrange columns, show/hide columns, sort, filter, and group data. • Once the view is set by the user, it remains until the user changes it even after logging out of the application. **NOTES***:* ✓ Refer to the ***"Customize Your View"*** topic heading for additional details. ✓ You may also customize your grid (view) directly from the grid using the *"Group by area"*, and column filter options, e.g. Carrier Name, Press enter to. Refer to ***"Customizing the View from the Grid"*** for more details.

Function Name	Description
8. Free-Form Search 	• This feature allows you to search for a text string that is contained in any column and is not limited to searching for a specific word. • You may enter a partial or complete text string to search for a specific invoice or a group of invoices. **NOTE**: Refer to ***"Appendix B: Using Free-Form Search"*** for more information. *Example: Search Results Showing Invoices that Contain "2966" Text String* 
9. 	• Click this button to see the filters that were applied on the Landing Page. The filter icon will display as yellow if filters were applied. • Additional filters can be applied to the other sections if needed by clicking the down arrow. • If no filters were set at the Landing Page, the fields will all show *"Not Filtered"*.
10. Group By area	• Allows you to display your records grouped by one or more column headings to help facilitate your review. • Point to the column heading and drag into the *"Group by"* as shown in the following example: **NOTE**: Refer to the ***"Customize Your View"*** topic heading for more details.

Function Name	Description
11. Image Icon	Columns shows the icon if the billed document is paper and the icon if the invoice was billed in EDI. Click on the icon to see the image.
12. Column Headings	Refer to the ***"Column Headings & Descriptions"*** topic in this section for more information.
13. Page Navigation, Total Items, Horizontal/Vertical scroll bars, and Page Size	• The page navigation icons allow you to move to a specific page, go to the next or previous page, and go to the first or last page. ○ Click or to go to the *Next / Previous Page* ○ Click or to go to the *Last Page / First Page* ○ Click a page number, e.g. 2, to display records on that page, if available. • The total of records or items displays, e.g. Page 1 of 2 (334 items) . • Use the horizontal and/or vertical scroll bars to display more columns on the right or display more records. • The *Page Size* option allows you to change the number of records that display per page (100-1000); the default is 200. • Refer to the "***Page Navigation & Page Settings"*** for a full page summary.
14. Create Filter Create Filter	Allows you to create a custom filter using the *Filter Builder* tool. You can create a filter expression that is comprised of one or more column headings, select and apply conditions, *e.g. = is equal to, > is greater than, < is less than*, and values (criterion). **NOTE**: Refer to ***"Appendix C: Advanced Filtering"*** located at the end of this document for more information.

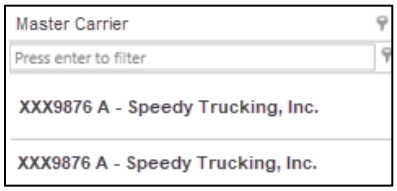
Column Headings

The following table describes the columns that are available for display on the grid. For easier searchability, the table is organized alphabetically and not how the columns display in the default view of the grid.

NOTE: Use the "*Customize Your View*" button to add or remove fields from your view. Refer to the ***"Customize Your View"*** section for information on updating your grid.

Column Heading	Description
Adjusted Amount	Displays the last adjusted amount if changed by audit or the *Out of Tolerance* resolution form.
Amount Billed	Displays the total amount on the invoice that was billed by the carrier.
Assignment	Contains the username or group name that the invoice was assigned to. The field can be manually updated using the "*Assign*" button. See "***The Action Menu Options - Assigning Invoices***" section for more information.
Barcode	Contains the Cass-generated barcode number for the image associated to the invoice.
Bill to Country Code	Displays the country code associated with the bill to address on the shipment.
Bill Type	Displays if the carrier invoice is for a line haul, extra charge, or a balance due.
Billing Doc Image	Identifies how Cass received the invoice represented by either the *Electronic* or *Paper Image* icon.
Billing Instructions Number (BI)	This field is used by EU Regional carriers only! Displays a number that ties to line items associated to an invoice.
Billing Method	Displays the text "*Electronic*" for a shipment billed electronically and the text "*Paper*" for a shipment billed in paper.
Carrier Reference (PRO)	Contains the carrier reference number associated to the shipment.
Cass ID	Displays the Cass assigned reference number.

Column Heading	Description
Currency	Displays the currency of the billed invoice.
Denied Party Hold	This field is currently not in use. Future use to flag records that have been identified as having a shipper/consignee/geographical location that is on the US's embargo or denied party list.
Depart Date (On – Board)	Displays the date keyed from the invoice/bill of lading.
Destination Address Lines 1-3	Displays the destination street address from the invoice.
Destination City	Displays the destination city from the invoice.
Destination Country	Displays the destination country from the invoice.
Destination Entity Name	Displays the destination name associated with the origin location of the shipment.
Destination State	Displays the destination state from the invoice.
Destination Zip	Displays the destination zip code/postal code from the invoice.
Expanded Reason 1 – 6	These fields provide reason(s) that the invoice was sent to shipment management; provides more definition as to what needs to be resolved on the record.
From	Displays the last route group that the form was routed from.
Has Image?	This displays "*True*" if the record has images and "*False*" if it does not; "*False*" implies that the invoice was received electronically.
Inco Terms	Identifies billing/contract terms for international shipments, e.g. FOB – Free On Board. Codes are published/maintained by the ICC (International Chamber of Commerce).
Invoice Date	Shows the date of the carrier's invoice.

Column Heading	Description
Invoice Number	Contains the statement level invoice number entered or scanned from the paper invoice.
Invoice Type	Displays the type of invoice: PB (Pre-billing), FI (Final Invoice), UD (Undefined), or CM (Credit Memo).
Last Routed	Indicates the date the invoice was received in the Shipment Management queue or the last time the shipment was routed inside the queue (whichever is more recent).
Master Carrier	Displays the Cass-created Master Carrier's code (first 5 characters of carrier name + 5-digit zip) and name as shown in the example below: 
Mode	Displays the transportation mode code associated with the billing carrier.
Movement Type	Displays the code and description of the movement type: 1 = Inbound, 2 = Outbound, 3 = Interfacility, 4 = Third Party
Origin Address Lines 1-3	Displays the origin street address from the invoice.
Origin City	Displays the origin city from the invoice.
Origin Country	Displays the origin country from the invoice.
Origin Entity Name	Displays the origin name associated with the origin location of the shipment.
Origin State	Displays the origin state from the invoice.
Origin Zip	Displays the origin zip code/postal code from the invoice.

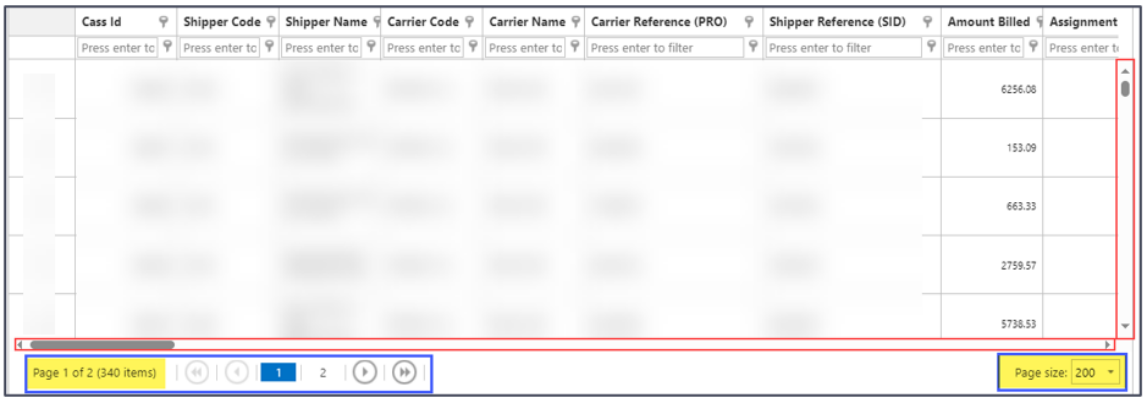
Column Heading	Description
Partially Approved	Only used/populated when a user is utilizing a multi-level approval process for invoice dollar amounts. Indicates the invoice has been approved by first-level users and still requires approval by additional users before moving to the next stage. This field is usually blank and not used by most clients / accounts.
Primary Carrier	Displays the Cass-created Primary Carrier's code (first 5 characters of carrier name plus the 5-digit zip) and name as shown in the example below:
Process Date	Displays the date the shipment has completed the data integration process at Cass.
Reason Count	Indicates the number of reasons that the record will need resolved before it can be completed successfully.
Receipt Date	Displays the date the invoice was received at Cass.
Req. Resolve Date	Displays the last date that the record can be resolved by to ensure that it is paid by the carrier pay date. This date is determined by the client's payment terms for each carrier.
Resolution Form	Displays the resolution form that needs collaboration/resolution to continue in the process.
Retention Tax	Displays the retention tax specific to MX shipments.
Route Count	Displays the number of times a record has been in or routed in Shipment Management.
Route Group	Shows the queue that the resolution form is currently in, e.g. *Shipper Resolution*, *Carrier Resolution*.

Column Heading	Description
Ship Date	Shows the ship date keyed from the invoice/bill of lading or transmitted in the electronic data.
Shipper	Displays the shipper's number and shipper's name of the account the invoice was processed under as shown in the example below:
Shipper Reference (SID)	Contains the client's reference number or shipment identification number that was keyed from the paper invoice or provided in the scanned electronic data.
SID Extended	This field displays SID values that are more than 30 characters. It is client-specific and is "blank" if not utilized by a client.
Subgroup	This field identifies a particular assignment or group that the record is assigned to by the client. If the client does not setup a subgroup, the field is "blank".
Suspected Duplicate	Indicates if the record is a suspected duplicate in the Cass system.
To	Displays the route group that the record was routed to from the most recent route group.
Value Added Tax	Displays the VAT, or consumption tax, amount. This tax is not applicable in all regions.
VAT Discrepancy	Contains a Cass-generated flag that indicate shipments where VAT charges were billed but not calculated as applicable by Cass. For accounts that use VAT, the options are: Yes, No, and Resolved.

Page Navigation & Page Settings

You may use the page navigation icons to view more records on a different page or use the horizontal / vertical scroll bars to view more columns or records not shown on the screen. You may also change the number of records that display per page, *e.g. 200 records display by default*.

Example of Shipment Management's Page Navigation & Page Size Settings



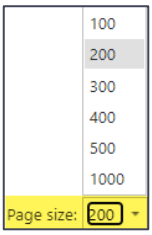
Page Navigation

- The total of records or items displays, e.g. Page 1 of 2 (334 items) .
- Click or to go to the *Next / Previous Page*
- Click or to go to the *Last Page / First Page*
- Click a page number, e.g. 2, to display records on that page.
- Use the horizontal and/or vertical scroll bars to display more columns on the right or display more records.

Page Size Selection

- Click the Page size: 200 dropdown arrow to display the options:
- Click the number of records (invoices) you want to display on the grid, e.g. 100 – 1000.

  NOTE: If you increase the number of records that load on each page, you may experience an increase in time it takes to load records on the grid.

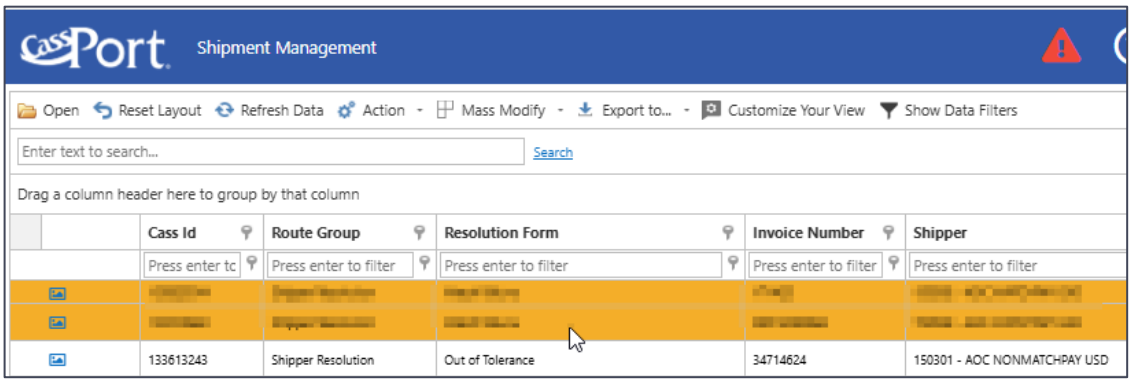


Selecting Records

If you want to review a record's shipment details, you can either click on the line or record to highlight it and then click the Open button -or- double-click the record. If you want to work with multiple records to take an action such as route or reject, you must click a record and hold the CTRL key to select more than one record. Then, select the applicable function, e.g. *Action-Assign, Mass Modify-Route, etc.*

NOTE: You must be given permission to access the Mass Modify functions; see the ***"Carrier User Setup "*** section to contact the appropriate administrator or Cass support team to assist in your setup if you believe you require access to these options.

1. Click one or more lines or records to select them; the highlighted lines/records indicate that they are selected.



NOTE: To deselect a record, click on another record/ line item.

2. Go to the applicable topic heading for the next step.

NOTES:

- To review a record's shipment details, go to ***"Reviewing a Record's Shipment Details".***
- To accept, route, or reject multiple records, go to ***"Resolving Multiple Records Using the Mass Modify Options ".***
- To upload one or more images, refer to ***"The Action Menu Options – Uploading an Image"*** for details.

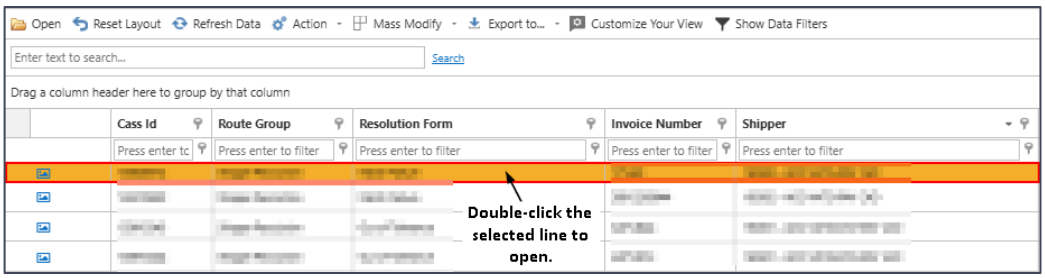
Reviewing a Record's Shipment Details

This topic explains how to display a record's resolution form's details, provides descriptions for the resolution form's tabs — *Resolution Form, Shipment Details, EDI, Images, History, Reasons, and Authorization Form*, and explains the three sub-tabs that are unique to *Match Pay* forms *(Summary, Line Item, and Stopoff)*.

NOTES:

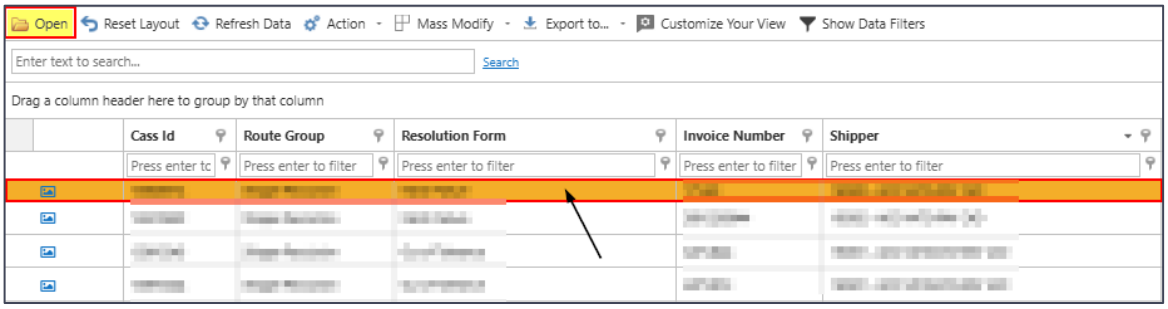
- Every resolution form has unique fields and information; the following screen captures do not reflect every form.
- If you are *North American* carrier, please contact your *Cass Carrier Support Team (carriers only)* at **314-506-5959** or send an email to **carriersupport@cassinfo.com**.
- If you are an EU Region carrier, the *"Bill to Country Code"* determines which Carrier Support Team you should contact:
  - If the "*Bill to Country Code*" is US, then contact the *North American Support Team* as shown in the 2nd bullet above.
  - If the "Bill *to Country Code*" is EUR, please contact your *EU Carrier Support Team* via email.

1. Double-click a record to display the *Resolution Form*'s details.



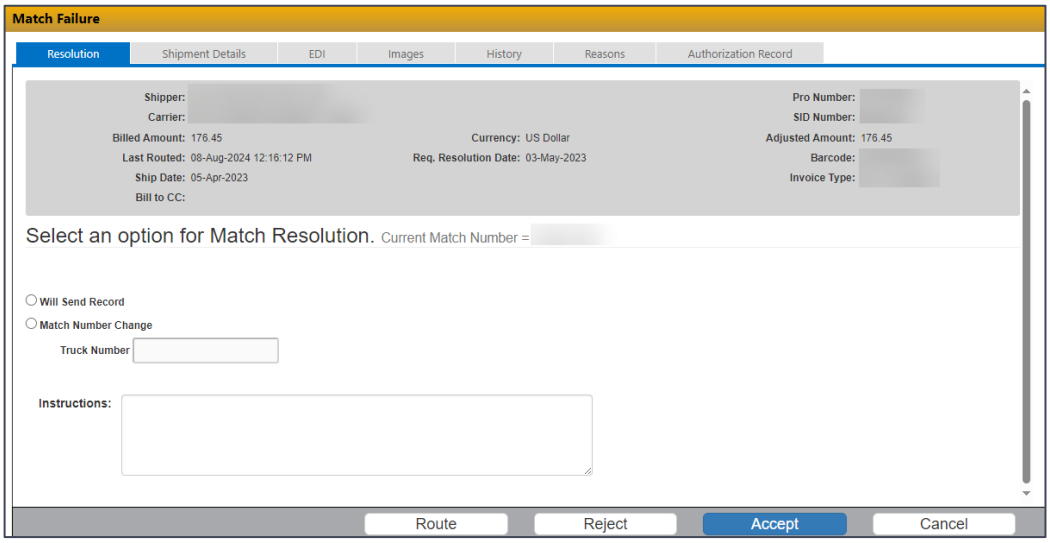
OR

2. Click a single line/record, then click .



NOTE: To deselect a selected record, click on another record/line item.

Example of a Match Failure Resolution Form



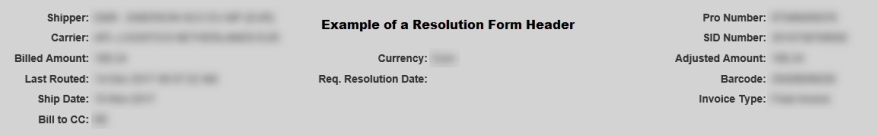
3. Click the applicable tabs to review the record's information.

AND/OR

4. Click **Accept**, **Reject**, or **Route** to complete the resolution.

Resolution Form Tab Descriptions

The following tabs display on all *Resolution Forms*, except as otherwise noted below:

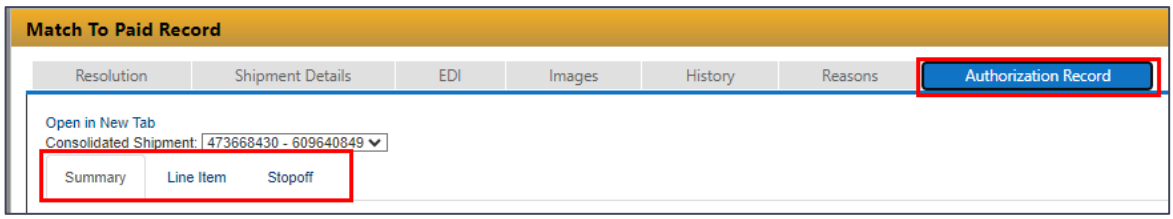
TAB	DESCRIPTION
Resolution	This tab displays by default and allows the user to apply information to resolve the record, *e.g., route, accept, cancel*. It contains a *header section* that provides the following information:  • *Shipper* – displays the shipper number and shipper name of the account the invoice was processed under. • *Carrier* – displays the primary carrier name (as listed on the invoice). • *Billed Amount* – displays the total amount on the invoice that was billed by the carrier. • *Last Routed* – displays the date and time the record was moved into the resolution form and/or the current queue. **IMPORTANT NOTE!** The *Last Routed* field information may change as it moves through the collaboration process. • *Ship Date* – shows the date keyed from the invoice/bill of lading. • *Bill to CC* – displays the bill to country code; not always populated. • *Currency* – displays the currency of the billed invoice. • *Req. Resolution Date* – shows the last date that the record can be resolved by so that it is paid by the carrier pay date. This date is determined by the client's payment terms for each carrier. • *Pro Number* – displays the shipment level Pro number keyed from the paper invoice or provided in the electronic data. • *SID Number* – shows the client's reference number or shipment identification number that was keyed from the paper invoice or provided in the electronic data. • *Adjusted Amount* – displays the last adjusted amount (current payment amount), if changed by audit, or by the client on the Out of Tolerance resolution form. **IMPORTANT NOTE!** The *Adjusted Amount* may change during collaboration to reflect updates or changes during *Out of Tolerance* resolutions. *Continued*

TAB	DESCRIPTION
Resolution *cont'd*	• *Barcode* – shows the Cass generated barcode number for the image associated to the invoice. • *Invoice Type* – displays invoice type: PB (Pre-billing), FI (Final Invoice), UD (Undefined), or CM (Credit Memo).
Shipment Details	Provides details about the shipment as captured by Cass, such as financial (*bill to/from and shipper code*), shipping and consignee addresses, line items details, such as rates and charges, type of package, unit of measurement, and gross / chargeable weights, EDI and paper invoice images, if available, and the match reference data/number captured when a shipper has a match pay or auto-pay arrangement. **NOTE**: Use the vertical scroll bar to view all available columns or fields.
EDI	Provides shipment data in a standard template for data submitted electronically, whether EDI, XML, or via spreadsheet. If no EDI is available for the record, the *"No Data Available For This Shipment"* message displays.
Images	Displays paper invoice or documentation images, if available. If no image is available for the record, the *"No Images Found'* message displays.
History	• Provides a detailed account of who has interacted with the invoice, where it's been routed to for further consideration, why the invoice was sent to resolution, and instructions on how to resolve open issues. • Can also display the history of resolved forms/reason by checking the *Resolved Reasons* box.
Reasons	Provides details as to why the invoice was sent to *Shipment Management*. **NOTE**: Only the current or unresolved reasons displays. To see resolved reasons/forms, refer to the *History tab*.
Authorization Record	• Accessible only when the carrier and shipper share a "*Match-Pay*" link, or an "*Auto-Pay*" system. A *Match-Pay* system is where the shipper sends Cass a shipment record before the carrier invoice is received by Cass. • If a shipper is set-up on a *Non-Match Pay* system, or if they have a *Match-Pay* system but the system cannot find a matching record, the "*No Authorization Record Found*" message displays. **NOTES**: ✓ Cass recommends that the carrier reviews the *Authorization Record* tab prior to resolving an invoice since it provides relevant shipment information if a *Match-Pay* system is supported by the shipper. ✓ If the client did not send data, the message "*No Record Found*" displays on the Authorization Record tab; if a field is blank, this indicates that the client did not transmit the data to Cass.

TAB	DESCRIPTION
Related Shipments & Final Invoice	These tabs are not always available; if shown, they may be relevant to Global Region carriers. • *Related Shipments* –displays if multiple records are grouped together for a final invoice and they have been grouped on the results grid. • *Final Invoice* – displays if a final invoice is required to complete processing of a record and the Final Invoice PDF file has been uploaded and linked. **NOTE:** These tabs may be relevant for Global Region carriers for summary (consolidated) e-billing where one invoice/billing file consists of multiple underlying shipments based on Pro and SID numbers.

Match Pay Resolution Form Sub-Tabs

Invoices that have matched to a client's shipment record have three additional sub-tabs located on the *Authorization Record* tab, as shown below:



MATCH PAY RESOLUTION FORM'S SUB-TABS	
TAB	DESCRIPTION
Summary	Displays general information about the selected shipment.
Line Item	Provides in-depth details on a specific shipment including Product/Commodity, Tariff Reference, Shipment Address, and Rates & Charges.
Stop Off	Displays available details about all stops within the shipment including weights, measurements, transportation modes, addresses, and calculated distances for mileage and kilometers.

Resolving a Record (Accept, Route & Reject)

This section explains how to resolve records in both the Shipment Management and Inquiry tools. You may resolve a single record or a group of records if they require the same action or resolution and you have been given permission to access the accept, route, or reject options. To resolve a single record, double-click it or choose Open after selecting it to display its *Resolution Form*. If you want to resolve a group of records, you can use the *Mass Modify* menu options or access the *Inquiry* application since its flexible search feature makes it easier to locate records.

NOTES:

- Each *Resolution Form* type, e.*g.*, *Missing Documentation, Location Entry, Ready for eBill, etc.*, determines what actions and fields that are required. This document does not address all possible form configurations.
- To resolve multiple records, refer to ***"The Mass Modify Options – Resolving Multiple Records"*** for more information.

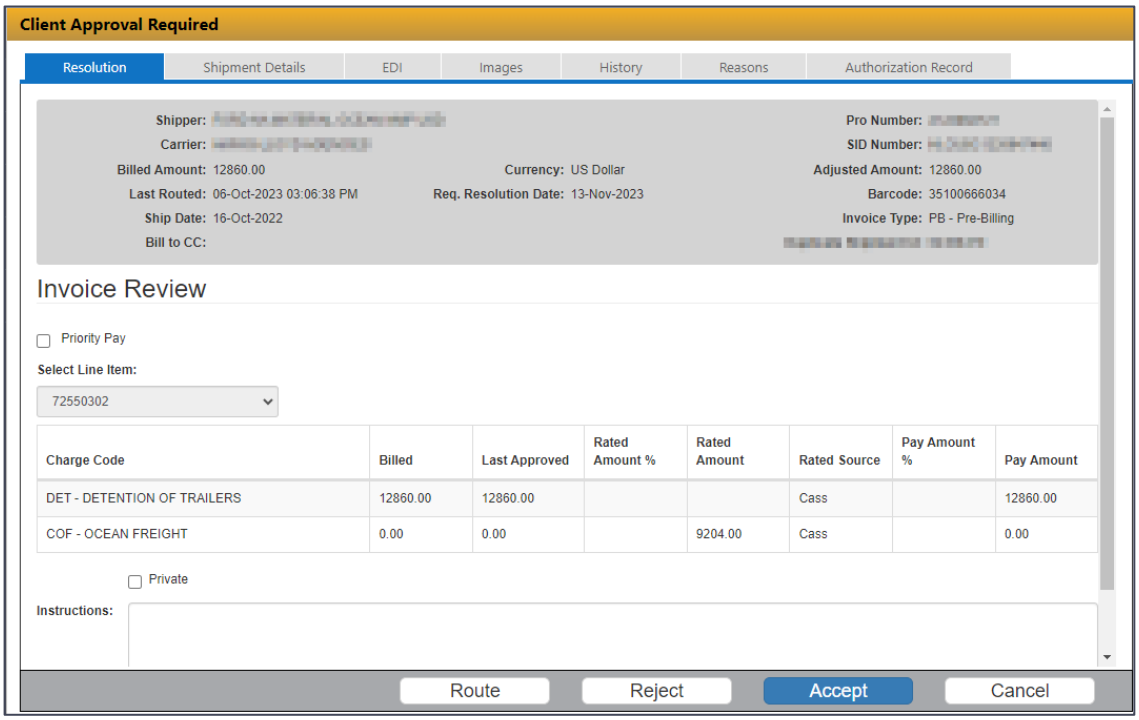
Resolving a Single Record in Shipment Management – Resolution Form Screen

1. Double-click a record to display its *Resolution Form*'s details.

   OR

   Click a single line/row item and then click Open.

   Example of a Client Approval Required Resolution Form



2. Review the *Resolution* tab and *Shipment Details* tab to see the necessary invoice data to resolve the invoice.

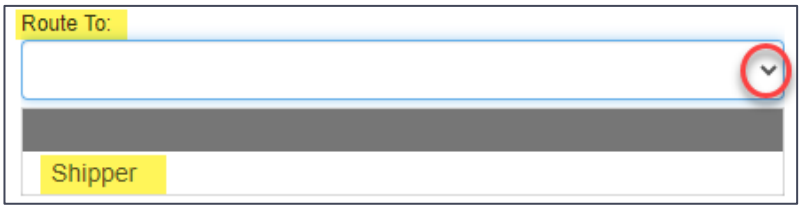
   a. Enter information in the "*Instructions*" field if desired; these are for historical and informational purposes only when you choose to "*Accept*" an invoice.

   b. Select one of the following actions after you review your invoice:

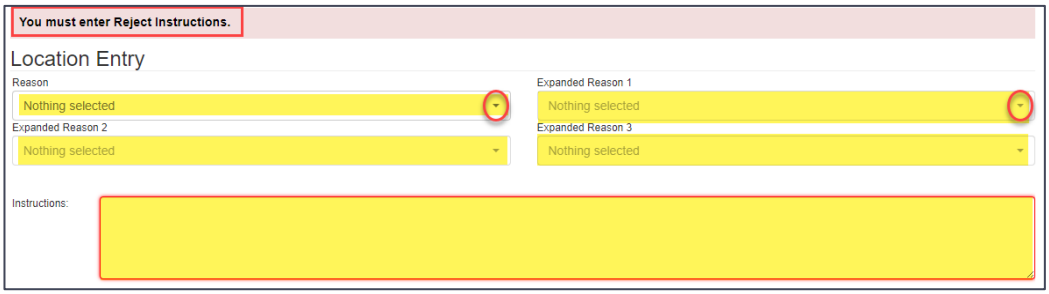
      i. Click Accept, or sometimes Finish if all charges are correct; the invoice will continue processing.

      ii. Click Route to route the invoice. Click the *"Route To"* dropdown arrow to select an option from the list, e.g. Shipper, Cass.

      NOTE: The *"Route To"* options listed are based on the type of Resolution form you are working on. The drop down list will display the options you have access to.



      iii. Click Reject to stop processing the invoice. The invoice will then appear on the Carrier's Reject Reporting. The form will highlight the required fields.



      - Select a "*Reason*" from the dropdown list; select additional extended reasons as needed by clicking each *"Extended Reason 1-3"* field as needed.
      - Enter detailed information in the "*Instructions*" field to explain why the invoice was rejected to provide details to the client (if carrier rejects).

      iv. Click Cancel if you do not want to take an action on the selected record.

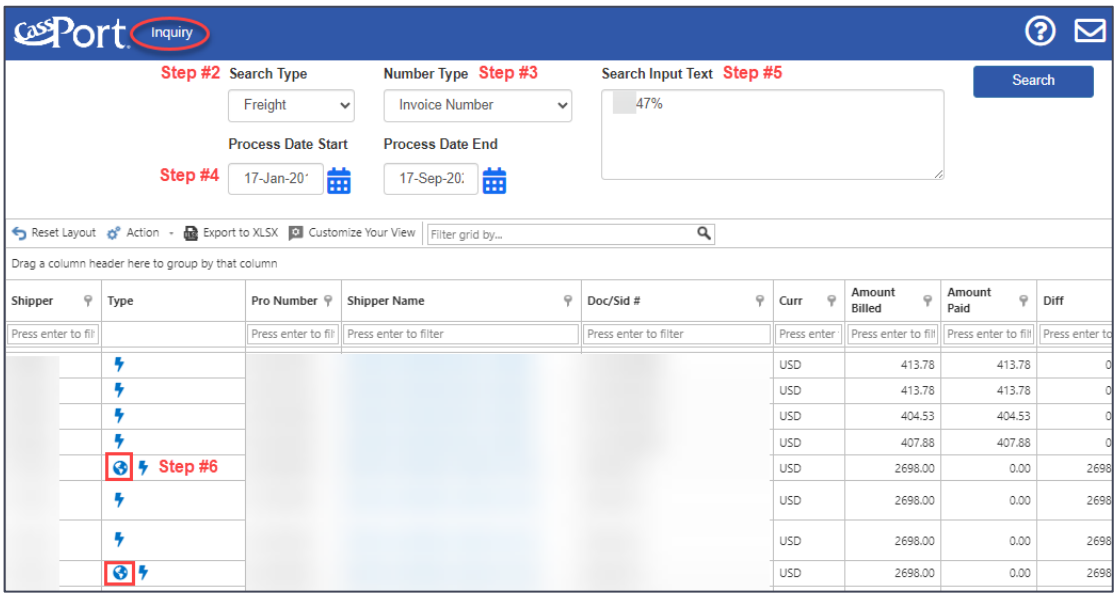
Resolving Records in Inquiry

Inquiry's flexible search feature allows you to find a specific invoice or a group of invoices quickly since you can search by Invoice Number, Pro Number, Doc/SID/BOL Number, EBilling or Final Document Number. However, only records with a "*Disposition*" of *"In Process – Carrier Resolution"* or *"In Process – Shipper Resolution"* may be resolved through Inquiry.

NOTES:

- If a record's disposition is "*In Process - Carrier Resolution*" you may or may not have permission to resolve those records. You must be given permission to resolve a record, *e.g. accept, route, etc.*, based on the resolution form.
- For example, you may have permission to *"Accept"* an invoice if you are responsible for the resolution of that form, *i.e. Location Entry*. In another example, you may be given permission to view or route other forms back to the shipper (client), e.g. *Out of Tolerance*, but not accept them.
- Do not search by the *Carrier Tracking Number* option. This option is for US Parcel shipments processed in a separate system (Empire) which Global carriers do not use.
- Refer to the ***"Inquiry User's Guide for Carriers"*** documentation for more information.

1. Click the *Inquiry* menu option to display the *Inquiry* search screen.



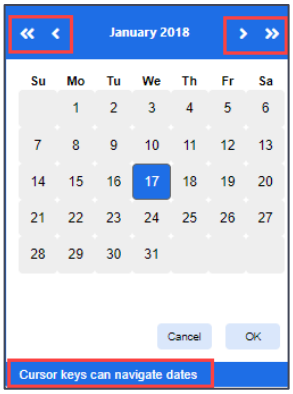
2. *Search Type – Search Type* – the search type defaults to "*Freight*"; do not change it.

3. *Number Type* – click the ⌄ dropdown arrow to select a reference number type, e.g. Invoice Number, Document/SID Number, etc.

4. *Process Date Start & End* – the "*Process Date Start*" defaults to 2 years prior to the current date, and the "*Process Date End*" defaults to the current date.

   a. Click the *Calendar Popup* icon next to the *Start / End* process date fields to adjust the dates, if needed.

   b. Use the cursor keys to navigate to the next month or next year, , previous month or previous year, , respectively.



   c. Click the new date on the calendar, *e.g. March 1, 2018*. Once the popup calendar closes, the new date displays in the *Process Date* field, e.g.

   OR

   d. If no date changes are made on the calendar, click Cancel to close the popup calendar.

5. *Search Input Text* – enter the reference number into the Search field based on your selected number type in **Step #3** above, e.g. Invoice Number, Document Number, etc., and then click Search.

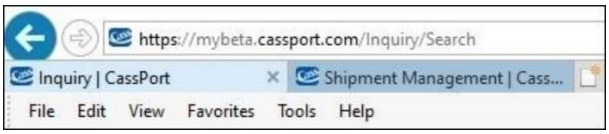
6. Verify that the record is in Shipment Management by reviewing the "*Resolution Form*" column.

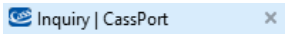
   NOTES:

   - If the record you are viewing does not have a form name listed in the *"Resolution Form"* column (it is blank), then the record is not in Shipment Management.
   - If a form name is populated in the *"Resolution Form"* column, the record is in Shipment Management; you may be able to resolve it from Inquiry if you have been given permission to accept, route, or reject records based on the resolution form.

7. If you choose to resolve the record(s) in Inquiry, click the *Global* Icon.
   a. From the "*Charge Summary*" tab, locate the *Resolve* button located in the bottom right of the form.
      i. Click the *Resolve* button. A new browser tab opens to *Shipment Management*, and the "*Shipment Resolution*" form displays for the selected record.

      ii. Once you resolve the record or cancel out of the form, the second browser window remains open in Shipment Management with the record number you selected from Inquiry.
         - If you resolved the record, the grid does not display any records since the filtered record is no longer in Shipment Management.
         - If you are finished resolving records, you can close this window.



   b. If you have additional records to review/resolve from the *Inquiry* screen, toggle back to the browser tab for *Inquiry* 

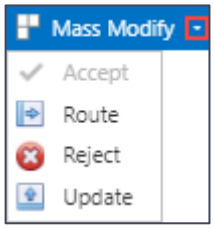
and either continue with the records you originally searched for or search for new records.

The Mass Modify Options - Resolving Multiple Records

Some forms will allow users to resolve multiple records with the same resolution and instructions. This section explains how to use the *Mass Modify* options — *Accept, Route, Reject, and Update*.

NOTE: When using the *Mass Modify* function, all records selected much contain the same data in each of the following columns: *Resolution Form, Carrier, Shipper*. If these are not the same, the *Mass Modify* options will not be available.

Example of the Mass Modify Menu (the "Accept" Option is Shown Disabled)



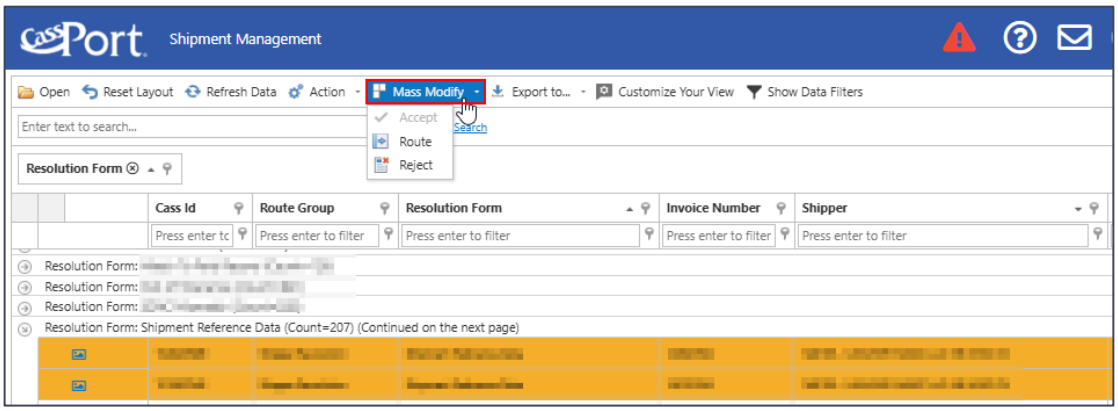
NOTES:

- In the menu example shown above, the "*Accept*" option is disabled. This may occur when the selected records' Carrier, Shipper, and Resolution Form do not match, or the selected Resolution Form does not allow an "*Accept*" option.
- The *"Update"* option is shown only if the user has selected multiple records on a MatchPay form, e.g. *Match Failure, Match to Paid Record*.

Mass Modify - Accept

The ***Mass Modify - Accept*** option allows the user to approve a group of records for further processing. However, this option is not available on all forms; if it is greyed out (disabled) and you've confirmed you have access to "Mass Modify", then the records will have to be resolved individually.

1. Click each line item using CTRL + "click" to select the records.

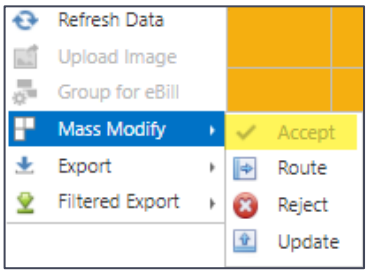


2. Select *Mass Modify - Accept*.

   OR

3. Right click from the selected records and choose ***Mass Modify - Accept*** from the popup menu.

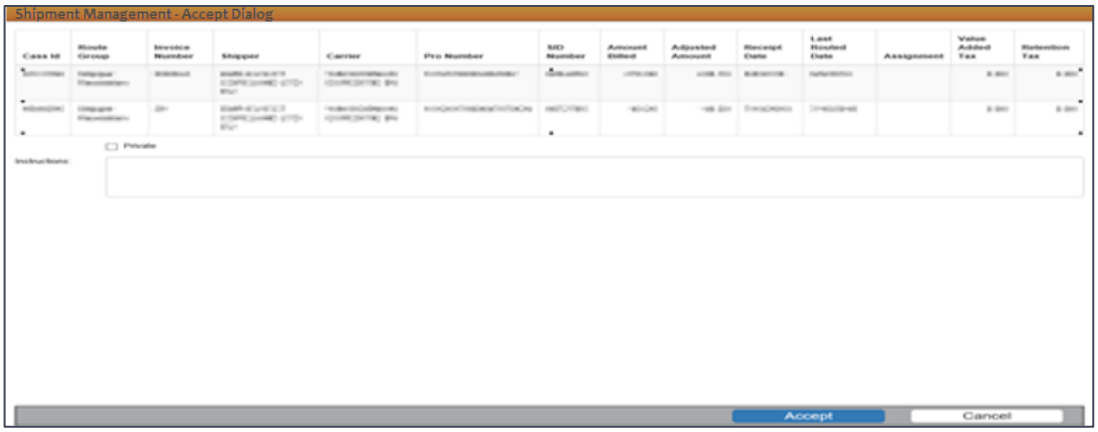
   Example of the Mass Modify Popup Menu



NOTE: In the example shown above, the user cannot choose *Accept or Update*. This user's profile does not give them permission to take those actions on the type of Resolution form. If

the option is greyed out (disabled) and you have confirmed you have access to *"Mass Modify"*, then the records will have to be resolved individually.

The *Shipment Management – Accept Dialog* displays.



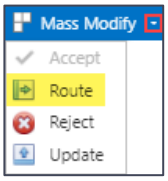
4. Click Accept to complete this action or Cancel to exit window without accepting records.

Mass Modify – Route

The ***Mass Modify – Route*** option allows the user to route multiple records for further review to Cass or other user groups based on the Resolution Form.

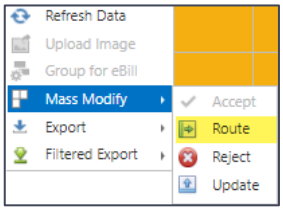
1. Select the records.

1. Select *Mass Modify – Route*.

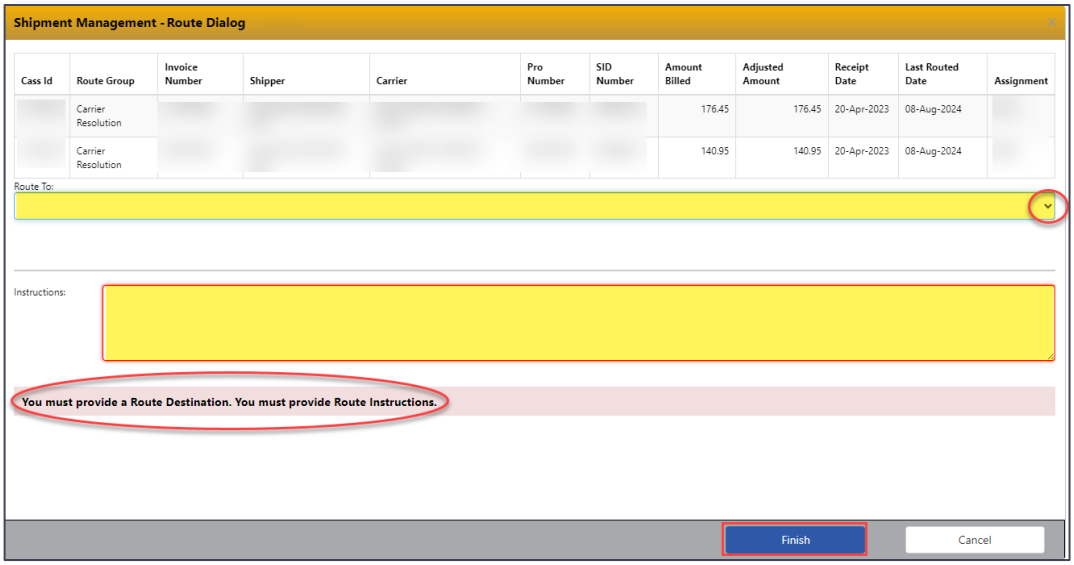


OR

Right click from the selected records and choose ***Mass Modify – Route*** from the popup menu.



The *Shipment Management – Route Dialog* displays.



a. Choose a *Route Group* from the *Route To* drop-down field.

b. Add instructions in the *Instructions* field to assist the next users in processing these records.

NOTE: These instructions display on the record's *History* tab.

2. Click Finish to complete this action; records will be removed from Shipment Management.

OR

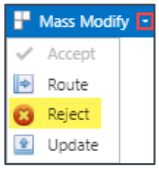
3. Click Cancel to exit the window without completing.

Mass Modify – Reject

The ***Mass Modify – Reject*** option allows you to reject the selected records if you have permission to take this action on the Resolution form. Once rejected, Cass has no further action on these records.

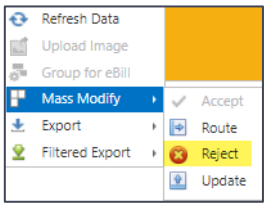
1. Select the records.

2. Select *Mass Modify – Reject*.

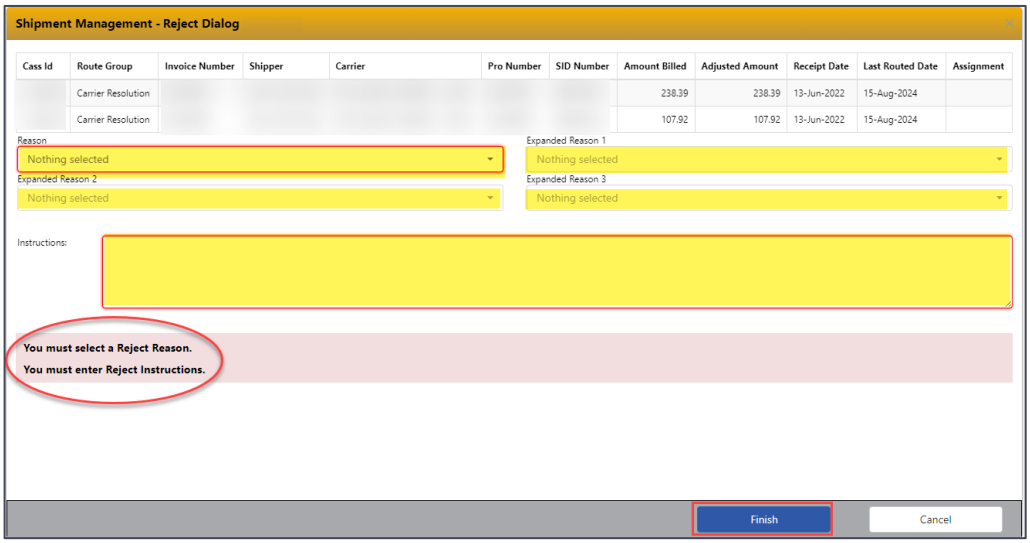


OR

3. Right click from the selected records and choose *Mass Modify – Reject* from the popup menu.



The *Shipment Management – Reject Dialog* displays.



a. Select a reason from the *Reason* dropdown field.

b. Select an expanded reason from the applicable *Expanded Reason* dropdown field; this may be required based on the reason entered in **Step #3a**.

c. Add instructions in the *Instructions* field to assist the carrier in processing these records.

NOTE: If instructions are entered, they display on the record's *History* tab.

4. Click Finish to complete this action; records will be removed from Shipment Management.

OR

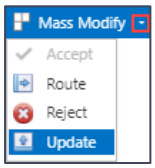
5. Click Cancel to exit the window without completing.

Mass Modify - Update

The ***Mass Modify - Update*** option only displays for resolution forms associated with a MatchPay processing system. This option allows clients to approve MatchPay invoices with an approval that applies to all invoices selected.

1. Select the records.

2. Select *Mass Modify – Update*.

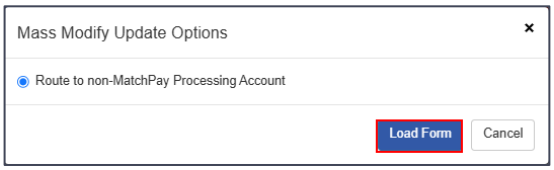


OR

3. Right click from the selected records and choose *Mass Modify – Update* from the popup menu.

NOTE: The *Mass Modify Update Options* screen displays one or more options that enable you to resolve all records selected.

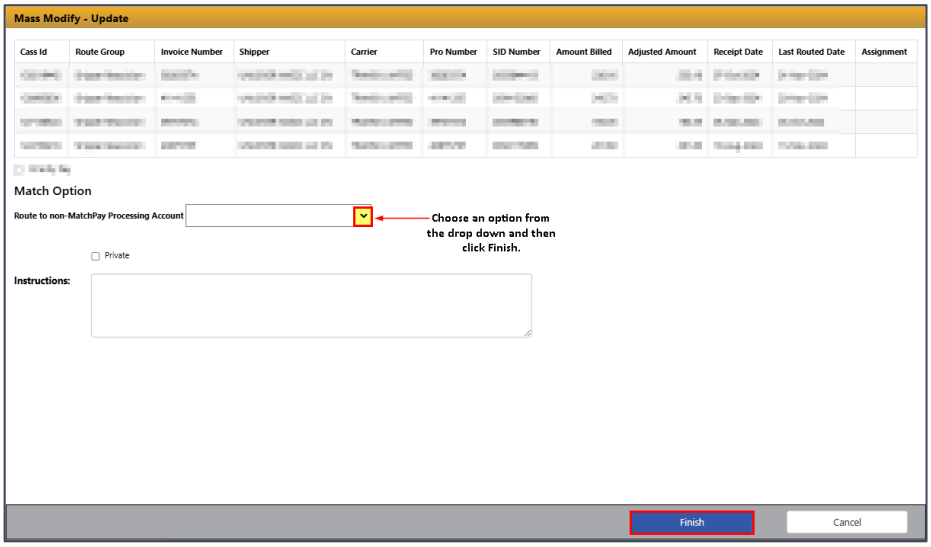
a. Click the applicable option, e.g. Route to non-MatchPay Processing Account .



NOTE: In the example shown above, there is only one option, *e.g. Route to non-MatchPay Processing Account*.

b. Click Load Form. The *"Retrieving Data"* message briefly displays and then the *Mass Modify - Update* dialog screen.

Example Showing the Mass Modify - Update Screen for the Selected "non-MatchPay Processing Account" Invoices



c. Enter instructions in the *Instructions* field to assist the carrier in processing these records.

4. Click Finish to complete this action; records will be removed from Shipment Management.

OR

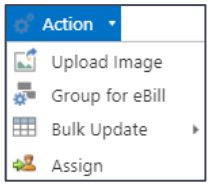
5. Click Cancel to exit the window without completing.

NOTE FOR CLIENTS! To see all available resolution options under the *Mass Modify - Update* option that apply to your MatchPay processing account, please reach out to your *Cass Client Relations Support Team*.

The Action Menu Options

This section explains how to upload an image, group for eBill, and assign records. You may not have access to all these options. For example, the *"Group for eBill"* option is available to authorized international carriers only.

Example of the Action Menu



NOTE: Your menu may not display all options as shown above as the options vary by user permissions and account settings; the *Bulk Update* option is available for shippers only.

Uploading an Image

You may choose to upload additional images for a single record currently in Shipment Management to provide supporting documentation. Cass prefers to receive images in .tiff file format although .tif and .PDF file format are also accepted.

NOTE: You must be given permission to use this option.

1. Select the applicable record.
2. Select ***Action - Upload Image***.

   OR

3. Right click from the record to choose ***Upload Image*** from the popup menu.

   The *Global Image Upload* window displays:

4. In the ***Upload Image*** window, complete one of the following two steps:
   a. Drag an image to the window.

      OR

   b. Click Select Image (*.pdf, *.tif, *.tiff) to select a ***.pdf, .tif, or .tiff*** file located on your computer.

NOTES:

- After an image is selected, the *Global Upload Image* window closes, and the *"Processing Image"* message displays while the upload is processing.
- Once the image is successfully uploaded, the *"Processing Complete"* message displays.

Grouping Records for eBill (Available to Authorized International Carriers Only)

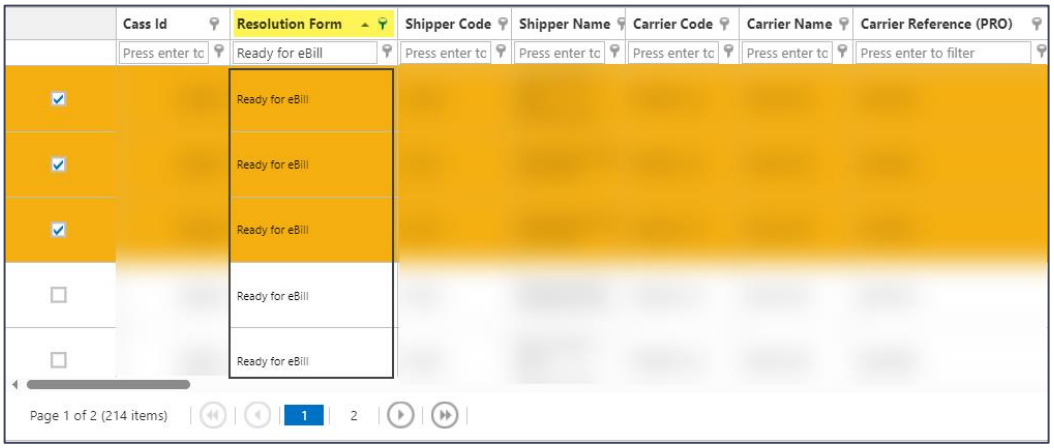
If you are an international carrier, you can choose this option to group selected record(s) for billing processing if they are on the *"Ready for eBill"* form. When this option is used it is based on the special Billing Instructions (BI) process.

NOTES:

- You must be given permission to use this option and must be an international carrier.
- Records must be on the *"Ready for eBill"* form to use this option.
- Another type of Billing Instructions (BI) that is used by Cass for Global carriers is the *Cass Systematic Grouping* process. This occurs when all invoices reach the *"Ready for Final Invoice (EU)"* status, these shipments are automatically grouped.

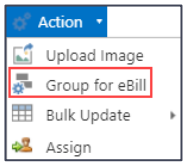
1. Select one or more records displayed on the *"Ready for eBill"* form.

   TIP: To easily list *"Ready for eBill"* resolution form records only, you can filter the *"Resolution Form"* column. There are a couple ways you can do this – directly from the grid or by using the Customize Your View function. Refer to *Customizing the View from the Grid – Filtering by a Column"* or *"Customizing Your View – Steps to Filter Columns"* to learn how to filter.



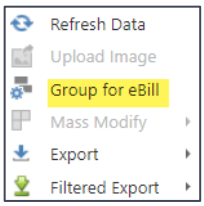
   NOTE: In the example shown above, notice that the *"Resolution Form"* column has been moved so that it displays on the first grid page, and the user has filtered the column to show *"Ready for eBill"* resolution form records only. To learn how to move columns, refer to the *"Customizing the View from the Grid"* topic heading.

2. Select ***Action - Group for eBill***.



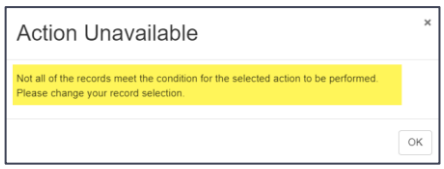
OR

3. Right click from the selected records and choose ***Group for eBill*** from the popup menu.



NOTES:

- The *"Group for eBill"* option becomes active or available if all selected records are in the "ready for eBill" status.
- If the records were successfully grouped, you will briefly see a "*Success*!" message.
- If the records were not successfully grouped, you will see the following message.

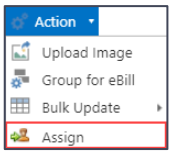


- Another type of Billing Instructions (BI) that is used by Cass for global carriers is the *Cass Systematic Grouping* process. This occurs when all invoices reach the *"Ready for Final Invoice (EU)"* status, these shipments are automatically grouped.

Assigning Invoices

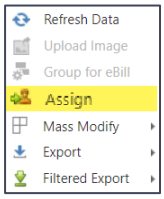
This option allows you to assign one or more selected record(s) to another user and/or enter notes, if needed. You may not have access to this option since your user profile must be given permission to access it; if this option is disabled, you have not been given permission to access it.

1. Select one or more records.
2. Select ***Action - Assign***.

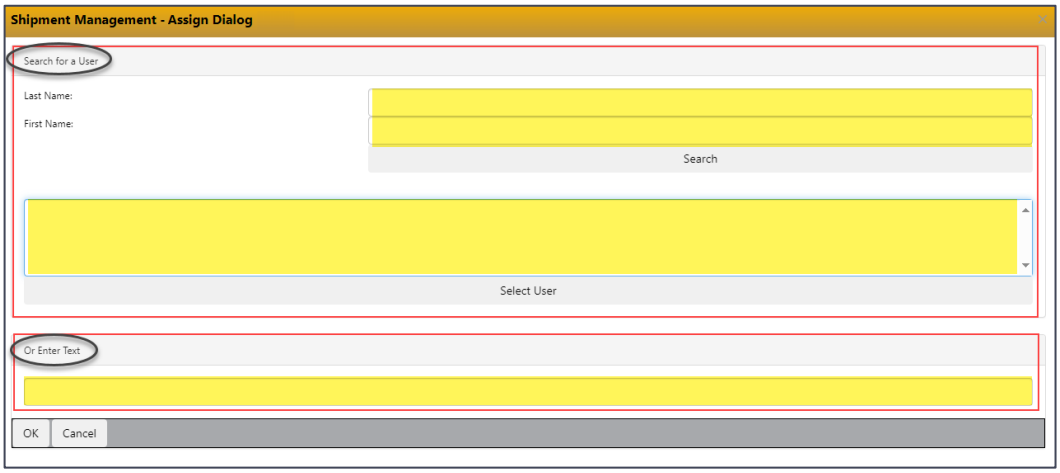


OR

3. Right click from the selected records and choose ***Assign*** from the popup menu.

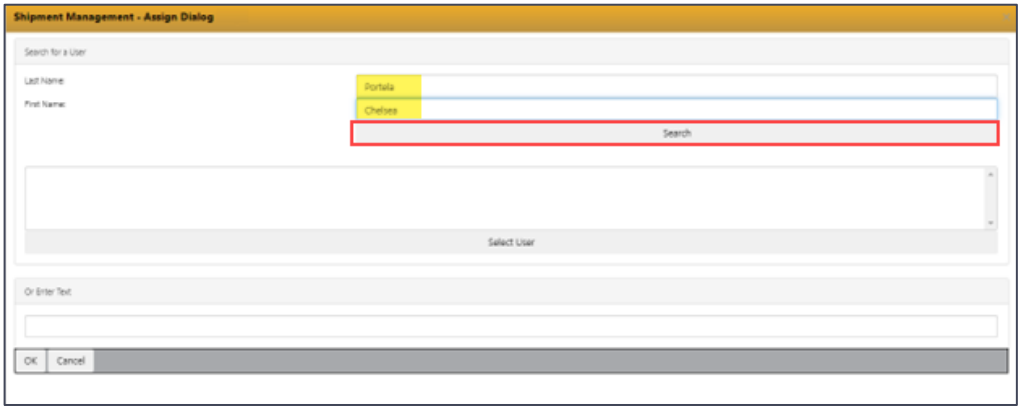


Example of the Action - Assign Dialog Screen

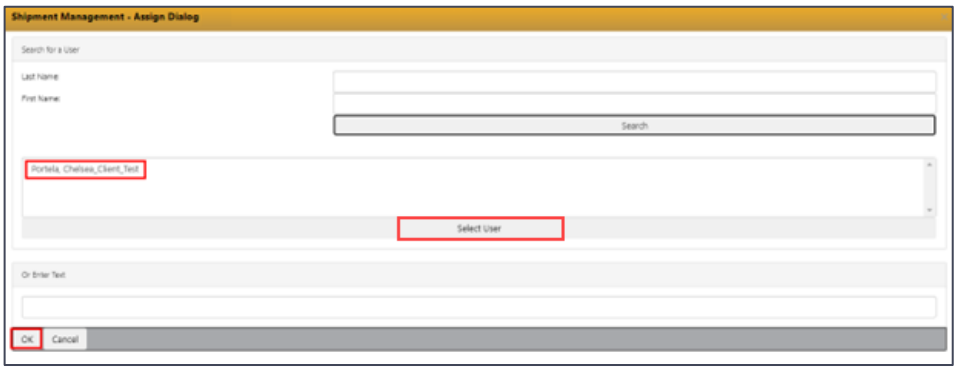


4. Choose one of the following two options:

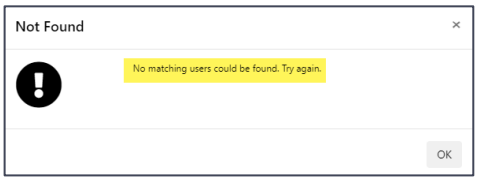
   a. In the ***"Search for a User"*** section, enter an active CassPort *user's first name and last name* into the applicable fields.



      i. Click Search. The selected user's name populates the *"Select User"* field as shown below.



NOTE: If no user matches the first / last name entered, the following message displays:



Click OK to close the message box.

ii. Select the user's name and then click Select User.

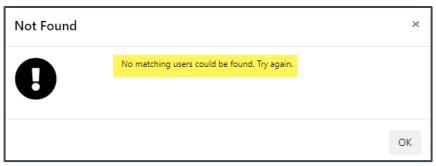
iii. Click OK or Cancel to close the window without saving.

OR

b. In the ***"Or Enter Text"*** section, enter descriptive text, such as nick names, divisions, or references that will help users recognize which invoices are their responsibility.

c. Click OK or Cancel to close the window without saving.

NOTE: If nothing matches, the following message displays:



Click OK to close the message box.

Exporting Data in Shipment Management

Refer to ***"Appendix A: Exporting Data"*** for details on how to export your data shown on the Shipment Management grid to a Text, CSV, ExcelML, or Filtered Export file using the Export to... function button.

Invoice Submission

EDI

EDI (Electronic Data Interchange) is the preferred method of submitting invoices to Cass since it eliminates two days of the normal processing timeline. International carriers may submit invoices using either EDI or Webform.

If you are interested in transmitting invoices via EDI to Cass, please call or email your respective *Cass Carrier Support Team* as follows:

- For *Cass North American Carrier Support*, contact **314-506-5959** or by email to **carriersupport@cassinfo.com**.
- For *Cass Global Region Carrier Support*, send an email to your **Carrier Support Representative**.
- If you are a European carrier and need technical support, send an email to **carrierimplementation@cassinfo.com**.

Once an EDI Analyst is assigned, you will be contacted to begin testing. Some clients may disallow or restrict EDI invoicing, in which case you will be contacted with additional details. Client approval is required before EDI testing may begin.

Before submitting live invoices via EDI, several test invoices must be reviewed by the EDI Analyst and Client Relations personnel to ensure accurate formatting and adherence to the client billing requirements. This process may take some time, depending on the complexity of the requirements. If the test submissions are deemed successful, you will be instructed by your EDI Analyst on a target date for submitting live invoices. You should continue to submit paper invoices until your target date.

Invoice Upload (Used by North American Carriers Only)

Overview

The *Invoice Upload* application is an alternative paper invoice submission when EDI is not available. This process eliminates the costs and uncertainty associated with mailing invoices and backup documents. Essentially, paper documents are scanned by the user in TIFF, TIF, or PDF format and uploaded to Cass. Images are then entered into the processing system just as if they had been scanned at Cass. The *Invoice Upload* tool provides users with a process to upload images into the Cass system for processing when more efficient electronic methods are not available (such as EDI, EDI+, or Webform).

Important Notes About Saving Your File/Invoice for Upload!

1. The carrier invoice should always be the first page of your file, and the BOL must begin on the second page.

   Cass is not able to manipulate the pages once they are uploaded. Your invoice must be presented on the first page and your BOL must be the second page. If your file does not follow these guidelines, it may not be processed.

2. Ensure that only one invoice is contained in each file.

   If a file is uploaded with more than one invoice, only the invoice on the first page of the file is processed.

3. The upload file name may include any alphanumeric characters, but no special characters are allowed.
4. Images from a photo (cell phone picture for example), are typically too large and can be difficult to read.

   A copy of the document is needed for processing purposes instead of a photo.
5. Grayscale images can greatly reduce the size of your file.

   When you create and save your PDF image, select "**grayscale**" rather than "color." **Grayscale** is the preferred option for saved images.

Upload Limits

Max image size: 8MB

Max number of images uploaded at a time: 75

Max size of all images uploaded at a single time: 600MB

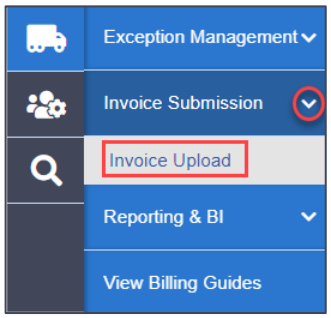
Image Resolution: 300dpi or 300 X 300

CassPort Permissions

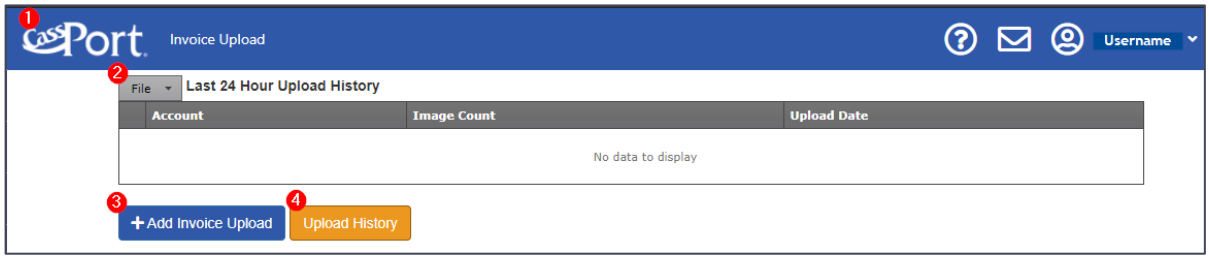
The *Invoice Upload* tool is permission based through the *CassPort Administration Menu*. You can obtain the correct permissions for the *Invoice Upload* tool by contacting one of the *Cass Carrier Support Team* at invoiceupload@cassinfo.com.

Accessing Invoice Upload

Invoice Upload is listed beneath the *Invoice Submission* menu option as a link in the *Carrier Menu*.



Invoice Upload Landing Page



Name	Description
1. CassPort Logo Link	Allows users to exit *Invoice Upload* and redirects to the main CassPort page.
2. File - Last 24 Hour Upload History File Last 24 Hour Upload History Exit	• **Last 24 Hour History** — this window displays the sessions and file names that were uploaded by the user in the last 24 hours. Refer to **Last 24 Hour Upload History** topic heading in this section for more details. • **Exit** — allows users to exit *Invoice Upload* and redirects to the main CassPort page.
3. Add Invoice Upload + Add Invoice Upload	Directs users to the *Account Number* selection window to begin the process of uploading invoices.
4. Upload History Upload History	This button displays a window listing the sessions and file names that were uploaded by the user in the last 30 days, along with the file's status.

Uploading Invoices

1. Click the *Add Invoice Upload* button, + Add Invoice Upload.

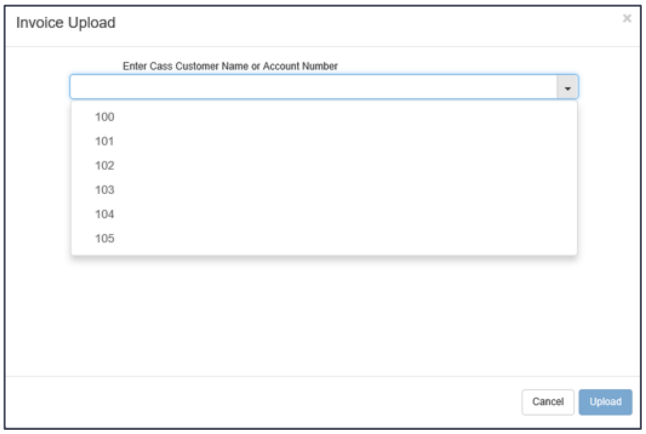
   NOTE: Once you click the button, a pop-up window is displayed. If you do not see the pop-up window, you will need to turn off your pop-up blocker to use the tool.

   The *Invoice Upload* window displays.

2. If you know the *Cass Customer Name or Account Number*, enter it into the "*Type or click here*" field.

   OR

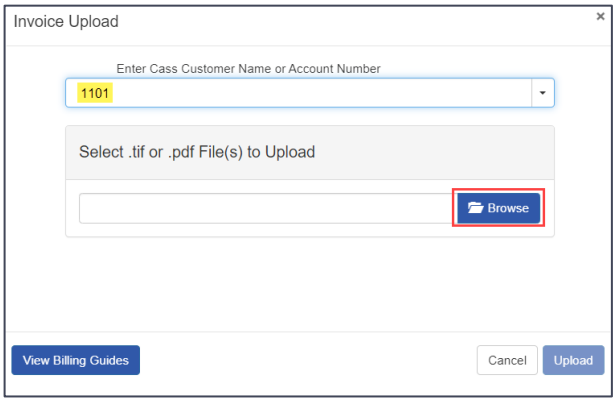
If you do not know the number, click inside this field or on the ⌄ dropdown arrow to list the available accounts.



3. Click an account you want to upload the invoices to.

   NOTE: If you cannot find the client that you want to upload invoices for, please email **invoiceupload@cassinfo.com** and specify which client you need access to.

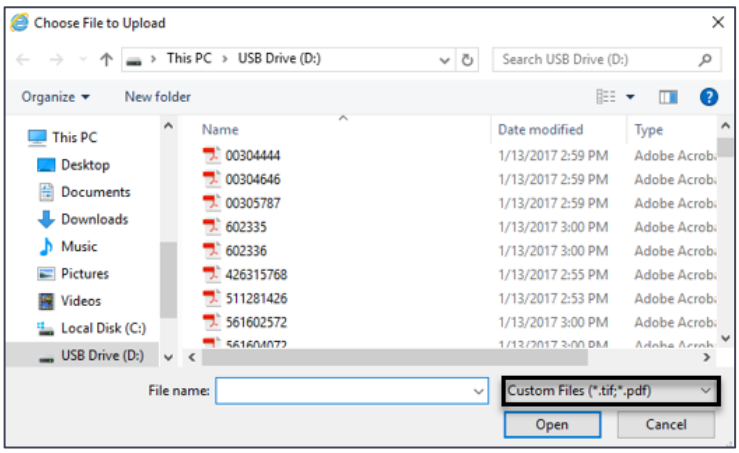
   The *"Select .tiff, .tif, or .pdf File(s) to Upload"* message displays.



NOTES:

- The *Cass Operations* team will verify that the invoice was uploaded to the correct account. If it was not, they will send it to be processed in the correct account according to the current procedures.
- After you select an account, you may click the View Billing Guides button at any point to see the current billing guide available for that account. This will help to ensure that all requirements are met when submitting invoices via *Upload*. The billing guide opens into a separate browser window, so you must click the ☒ in the browser tab, e.g. Billing Guide ABC INC-1234 ☒, to close or exit the billing guide.

4. Click the Browse button to locate and select your .tiff file. You may choose a .tif or .pdf file also, but the **.tiff format** is preferred by Cass. You are directed to your computer and network folders; navigate to your saved files.

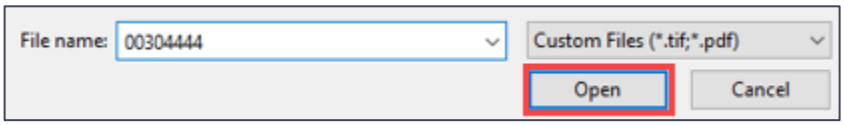


NOTE: There are three acceptable file formats that may be uploaded —.tiff, .tif, and .pdf, however, **.tiff format** is preferred. The browser window displays the file types by default. If you do not see your file, click Cancel from the *Choose File to Upload* dialog box (as shown above) to close the browser and then verify the file format of your saved file before attempting to upload it again.

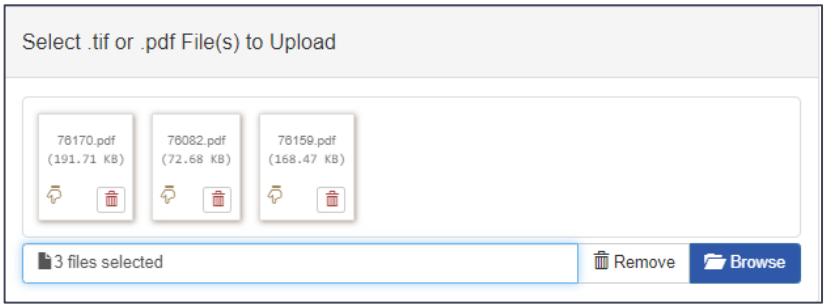
a. Select the file(s) you want to upload; up to 75 files can be uploaded at one time.

   NOTE: File names cannot contain special characters, only alphanumeric characters are allowed.

b. Click Open.



The *Upload* pop up window updates to show the selected file name(s), file size(s), the number of files selected, as well as the Remove Browse buttons.



NOTE: Review the selected file(s) to ensure that they are the correct files you wish to upload.

The following options are available as described below:

i. *Trash Can* — click a selected file's to remove it from the upload without clearing all files.

ii. — this icon indicates that the file has not been uploaded yet. Once it's uploaded, it is replaced with the icon.

iii. Remove — this button clears all selected invoice files and allows you to browse for different files by clicking the Browse button.

iv. Browse — click to search for different files and clear all previously selected files.

5. Click Upload to upload your selected files once you have reviewed the selected invoices and are confident that you are ready to upload.

IMPORTANT NOTES:

- Once you click Upload you cannot undo it! Cass is also unable to stop the files from entering the processing system.
- Click Cancel to cancel all actions and return to the *Invoice Upload* landing page.

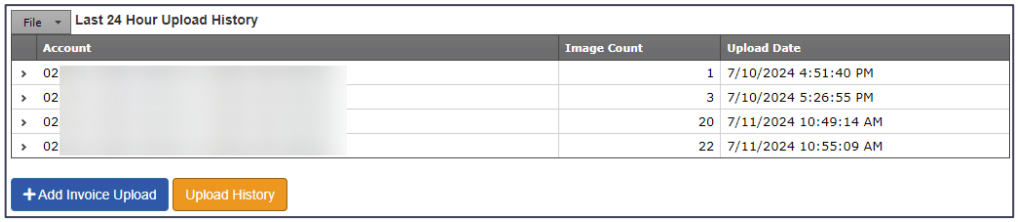
6. Once a file is uploaded successfully, a displays in its selected file box. The "*Success*!" message displays once all files are successfully uploaded and they are queued for processing.

Click Close to return to the landing page.

Last 24 Hour Upload History

The *Last 24 Hour Upload History* option allows user to view the files they uploaded in the last 24 hours. Records are grouped into sessions when they were uploaded.

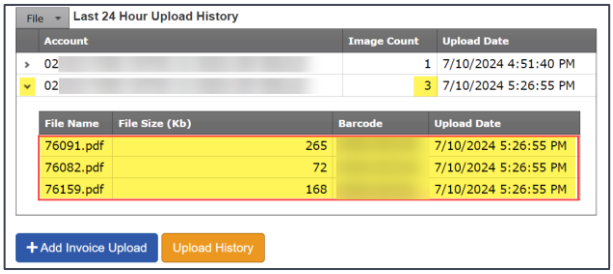
Example Showing 4 Sessions of Uploaded Files



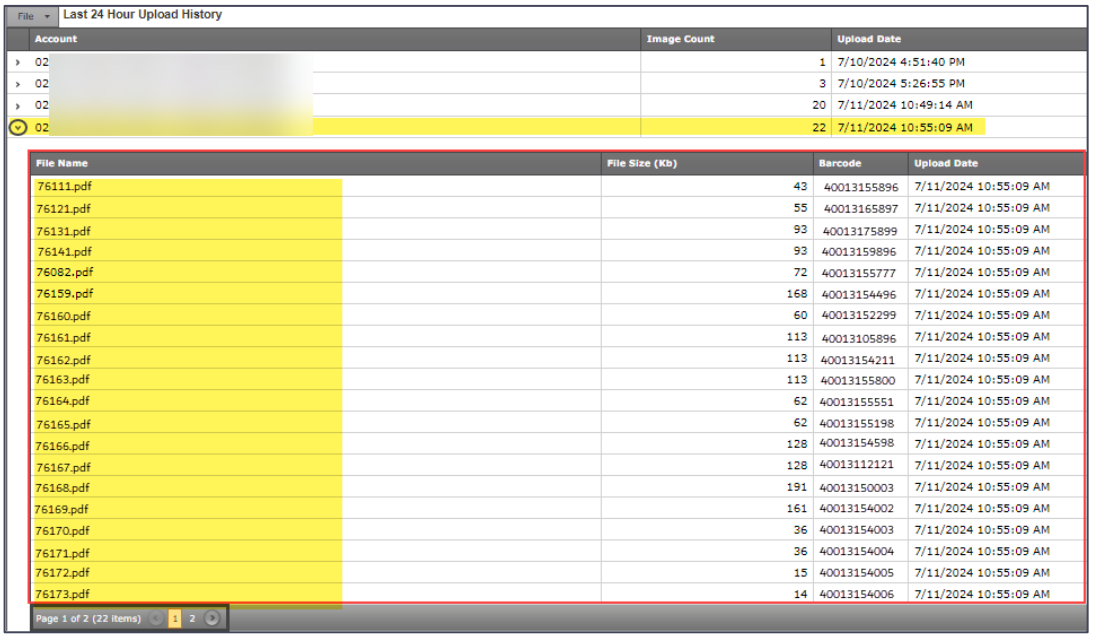
1. Click the *Expand* arrow icon next to the account number to display the uploaded file names.

   IMPORTANT NOTE: If a barcode is not populated after 24 hours, the invoice was not accepted, and you must resubmit the invoice.

   Example Showing 3 Uploaded Files for the 2nd Session (7/10/2024 5:26:55 PM)



   Example Showing 22 Uploaded Files for the 4th Session (7/11/2024 10:55:09 AM)



NOTE: In the example shown above, there are multiple pages as indicated in the lower-left corner, e.g. Page 1 of 2 (22 items) 1 2. You may click the next page number, 2, or the *Next Page* icon to view the remaining files.

a. ***Column Descriptions***:

i. *File Name* – displays the name of the file that was uploaded.

ii. *File Size (Kb)* – displays the file size of the file uploaded in kilobytes (Kb).

iii. *Barcode* – the Cass assigned code to allow for tracking inside of the Cass system.

iv. *Upload Date* – provides the date and time that the invoices were uploaded.

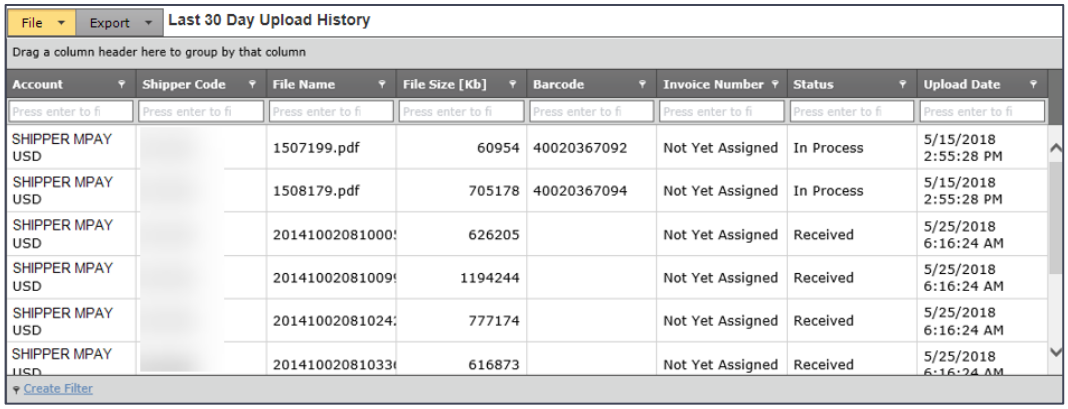
b. ***Multiple Pages***– if more than 20 files were uploaded, notice that the total number of files and pages are shown in the lower left corner of the screen, Page 1 of 2 (22 items) 1 2. You can navigate to the next page to view more files by clicking the next page number, 2, or the *Next Page* icon. Click the *Prev Page* icon or page number, 1, to redisplay the previous page.

2. Click the *Collapse* arrow icon next to the expanded session to close the list of files.

30 Day Upload History

The Upload History button allows you to display the *30 Day Upload History* screen. All files that were uploaded in the last 30 rolling calendar days are shown.

Example of the 30 Day Upload History Report



File Export Last 30 Day Upload History

Drag a column header here to group by that column

Account	Shipper Code	File Name	File Size [Kb]	Barcode	Invoice Number	Status	Upload Date
SHIPPER MPAY USD		1507199.pdf	60954	40020367092	Not Yet Assigned	In Process	5/15/2018 2:55:28 PM
SHIPPER MPAY USD		1508179.pdf	705178	40020367094	Not Yet Assigned	In Process	5/15/2018 2:55:28 PM
SHIPPER MPAY USD		20141002081000	626205		Not Yet Assigned	Received	5/25/2018 6:16:24 AM
SHIPPER MPAY USD		20141002081009	1194244		Not Yet Assigned	Received	5/25/2018 6:16:24 AM
SHIPPER MPAY USD		20141002081024	777174		Not Yet Assigned	Received	5/25/2018 6:16:24 AM
SHIPPER MPAY USD		20141002081033	616873		Not Yet Assigned	Received	5/25/2018 6:16:24 AM

Create Filter

IMPORTANT NOTE! If a file's status has remained "*In Process*" as shown in the "*Status*" column for more than 10 business days, there could be a few reasons for this. Please check the image you uploaded and take appropriate actions to correct and resubmit the file for processing.

The following issues may cause a file to remain in the "*In Process*" status:

- The image could be missing a *Bill To name* that reflects a Cass client.
- The image could be missing the *Remit To name* and full address (street, city, state, zip).
- The image is not a valid invoice (see the "***Invoice Upload-Overview***" section for details).
- If none of the above issues are identified, send a screenshot of the upload history including the barcode for further research to ***invoiceupload@cassinfo.com***.

The following table describes the columns shown on the *30 Day Upload History* report screen.

Column Name	Description
Account	The Cass assigned client account name that the file(s) was uploaded to.
Shipper Code	The Cass assigned client account number.
File Name	The name of the file that the user uploaded.
File Size	The size of the file in kilobytes (Kb) that the user uploaded.
Barcode	The Cass assigned barcode number associated to the file.
Invoice Number	The carrier invoice number that is keyed during the data entry process. *"Not Yet Assigned"* indicates that the file(s) is still in queue to be processed by a data entry operator. Once the carrier's invoice number is keyed, it will appear in the history.
Status	Indicates the status of the uploaded file. • **Received** — The file has been correctly uploaded and is in queue for processing. • **In Process** — The invoice has begun processing and going through the multiple layers of data capture and verification. • **Rejected** — The invoice has fallen out of process and has been rejected by the client's system or the client. For further detail on the invoice, use the *CassPort Inquiry Tool* to search for the invoice number. • **Paid** — The invoice has completed processing and is either set up for payment or has been paid. For further detail on the invoice, use the *CassPort Inquiry Tool* to search for the invoice number.
Upload Date	The date and time that the user uploaded the record.

NOTE: The *30 Day Upload History* report can be sorted, filtered, and grouped the same as in other applications. If you need additional instructions on these features, refer to the "***Customize Your Grid"*** section in this document.

Reporting and BI

Inquiry Export – Not Used By EMEA Region

This section provides a summary of the process to create an Excel file to upload into *Inquiry Export*, download the file, and then open the .TSV file in Excel. The ***Inquiry Export*** application is available to users with the proper CassPort permission. It allows a user to upload a single column Excel file with invoice numbers based on the Pro Number or SID/Document Number. Once the invoice numbers are extracted, an email is sent to the user with an attached *.tsv (tab separated values)* file which can be downloaded and opened in Excel. The data shown is comprised of records that match the user's carrier's assigned codes.

NOTE: For detailed steps on this process as well as learn how to navigate and filter records in the *Inquiry Export* tool, refer to the ***"Inquiry Export User's Guide"*** document.

Summary of Steps

1. Create a one-column Excel file that contains Invoice / Pro Numbers or SID/Document Numbers.

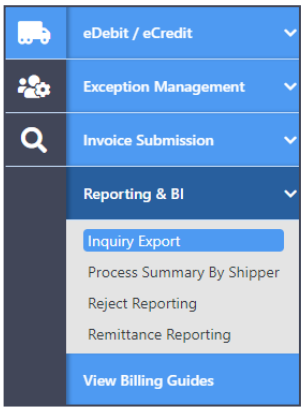
   Example:

	A	B
1	Pro Num	
2	7000497187	
3	7000497191	
4	7000497196	
5	7000497243	
6	7000497277	
7	7000497305	
8	7000497328	
9	7000497338	
10	7000497347	
11	7000497353	
12	7000497383	
13	7000497387	
14	7000497404	
15	7000497495	
16	7000497503	

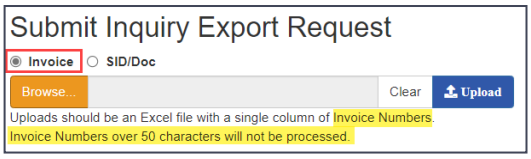
   IMPORTANT NOTE! Format the numbers as "Text" for best results.

2. Save and close the file.

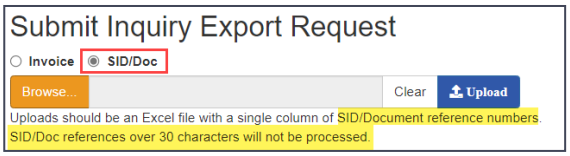
3. Select ***Reporting & BI - Inquiry Export***.



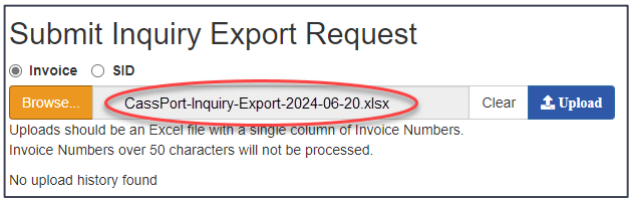
4. From the *Submit Inquiry Export Request* screen, select either *Invoice or SID/Doc number* option based on the data entered your Excel file, e.g. ◉ **Invoice** or ◉ **SID/Doc** ; the ◉ **Invoice** option is selected by default displays.



or

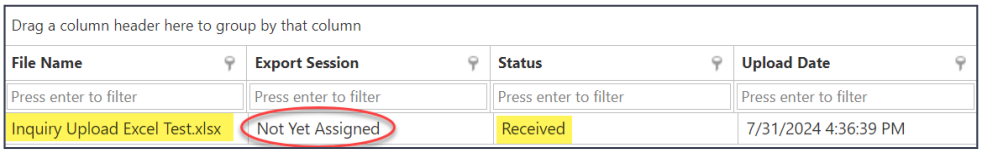


   a. Next, click Browse... to select the Excel file to be uploaded and double-click or click Open to open the file and populate the file name in the upload field, as shown below.



   b. Click Upload. The *"Please Wait"* message briefly displays and then the "*Success*!" dialog box. Click Close.

   Example Showing that the Uploaded File is "Received" and "Not Yet Assigned"



   NOTE: The file name and its current status is shown in the "*Status*" field, *e.g. Received, In Progress, and Complete*.

5. Click the CassPort logo in the upper left corner to return to the *CassPort* home page and select another application or click Logout if you are finished working in *CassPort*.

6. Once you receive an email notification that your uploaded file has been completed, access *Inquiry Export*, click the *Session Download icon* next to the applicable file.

   a. The *"Please Wait…"* message displays briefly, and then the "*Success*!" dialog box. Click Close.

   b. Click the *Export Download* ***here (1KB)*** link.

   c. Locate the downloaded zipped data file and click the **Open file** link; the file will be unzipped or extracted and renamed as a .tsv.

7. From your "*Downloads*" folder, click the *.TSV file, e.g. 2f3e7539-b842-413c-9fd3-21436922b837.tsv, to open in Excel.

Invoice Management

This tool is used by Cass internal users only!

Invoice Reporting

The ***Invoice Reporting*** tool is available to users with the proper *CassPort* permission which allows them to search for, view, and track Global clients' invoices. This reporting tool provides authorized users insights about all invoice records within the Cass system, including "Paid", "In Process" and "Rejected" records. It provides an option to expand summary (consolidated) invoices and determine the latest status of each underlying shipment records (PRO/SID).

For carriers, this tool serves as a self-serve on-demand Statement-Of-Accounts (SOA) that can be used to reconcile against their book of records. Invoices may be searched for based on their *Disposition status* and *Invoice Date*.

NOTES:

- All carriers may request access to this tool, however, EMEA carriers are the primary users of this option. Carriers based in the US alternatively use the *Inquiry Export* tool.
- Please refer to the ***"Invoice Reporting Tool User's Guide"*** *and* ***"Invoice Reporting Tool Overview"*** documentation for more details.

Processing Summary by Shipper

Provides invoice and dollar totals by client and date range. Additional documentation will be available on this application soon.

Reject Reporting

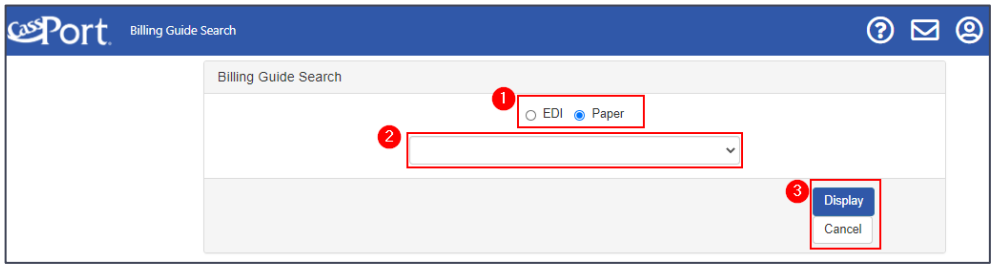
Provides rejected invoices by date, client, and reject reason. Additional documentation will be available on this application soon.

Remittance Reporting

Allows the user to pull up remittance reports by ACH number or ACH Date. Additional documentation will be available on this application soon.

View Billing Guides

This tool allows you to view client billing guides for both EDI and Paper invoices. Client/Shippers have arranged billing requirement guides with Cass that can be viewed in real time; this ensures that any updates are posted to CassPort quickly for you to review. If you find that invoices are rejecting for missing or invalid information, review the billing guides which can often help you to resolve any invoicing issues for that client; this ensures that the invoices can continue to process for payment.

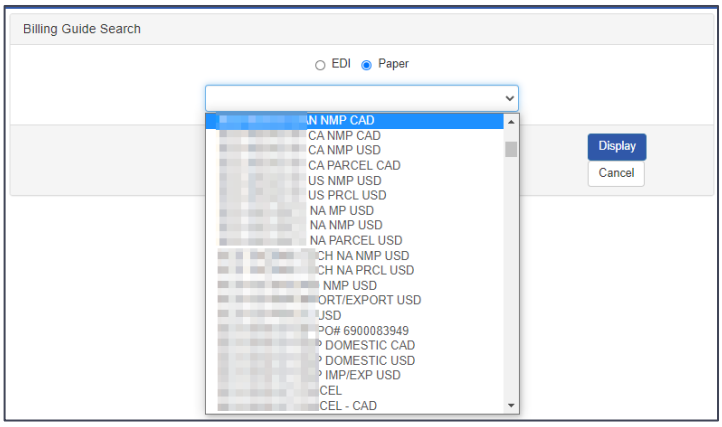


Element/Option	Description
1. Invoicing Method EDI Paper	• This option defaults to *Paper* and can be toggled to *EDI*. **NOTE**: Select *Paper* for invoices that were uploaded through CassPort's *Invoice Upload* process.
2. Client/Shipper Selection	• Allows users to select a specific client and mode or currency type (depending on the requirements of the client). • Available shippers are based on the user's profile. **NOTE**: If you are unsure which option to choose, contact the client/shipper for guidance.
3. Action Buttons Display Cancel	• *Display* – this option displays the billing guide requested in the client/shipper drop down. • *Cancel* – when selected exits the application and returns the user to the main *CassPort* landing page.

To view a client's billing guide:

1. Select *Paper or EDI* based on the method that the invoice will be submitted to Cass.
   a. Select "*Paper*" if the invoice is mailed or uploaded into the CassPort *Invoice Upload* tool.
   b. Select "*EDI*" if the invoice is being transmitted electronically through EDI.

2. Select the client/shipper you want view. Most billing guides are broken out by currency and/or mode. Select the guide that reflects the type of shipment you are invoicing.



NOTE: If you are unsure which guide to look at, contact the shipper for guidance, or the *Cass Carrier Support* team at one of the following:

- For *Cass North American Carrier Support*, contact **314-506-5959** or send an email to **carriersupport@cassinfo.com**.
- For *Cass Global Region Carrier Support*, send an email to your **Carrier Support Representative**.
- For *Cass Global Region carriers*, the *"Bill to Country Code"* determines which *Carrier Support Team* you should contact.
  - If the *"Bill to Country Code"* is based in Europe contact your ***Cass Global Region Carrier Support*** via email.
  - Conversely, if the "*Bill to Country Code*" is the US, contact the ***Cass North American Carrier Support* Team** via phone or email as shown above in the first bullet.

3. Click Display. A new browser tab displays showing the current billing instructions for the client/shipper to help you resolve their invoicing needs.

NOTE: Notice that the name of the *Client and Billing Guide* displays at the top of the screen in the **blue** header bar. In this example, it shows standard requirements, however each client/shipper will have their own specific requirements.

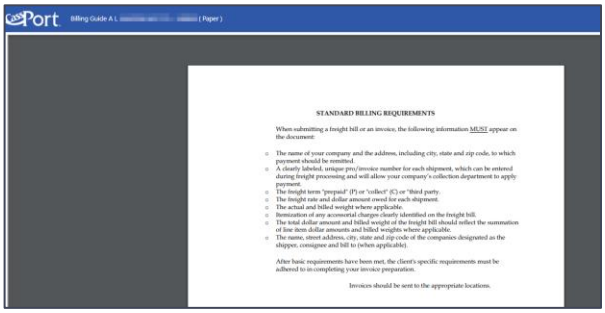
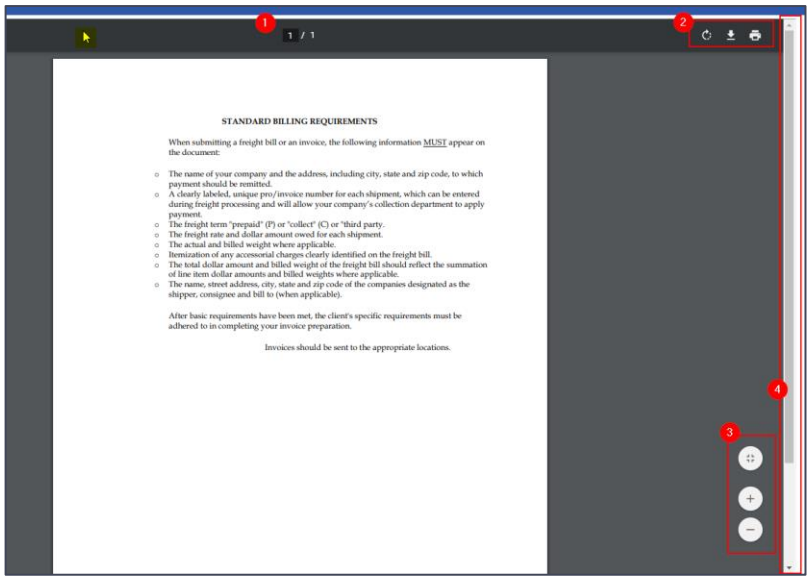


Image Options

Once the guide displays, there are several image options available to you. To display these options, hover the cursor above the billing guide; refer to the table that follows the example shown below for explanations of each option.



Element/Option	Description
1. *Pages*	The page number that is currently displayed and the total number of pages is shown. You can click on the first number and enter the page number that you want to view.
2. *Image Options*	• *Rotate Clockwise* - if the image is not displaying right-side-up, click this to rotate it to the correct position. • *Download* – allows you to download the billing guide to your PC by clicking the icon and following the prompts. • *Print* - allows you to print the billing guide to any local printer that your PC is connected to.
3. *Zooming*	• *Fit to Page* - click to adjust the size of the guide to the size of the page you are viewing. • *Zoom In* - allows you to zoom into the image make the print appear larger. • *Zoom Out* – allows you to adjust the size of the image make the print appear smaller.
4. *Scroll Bar*	Use the horizontal scroll bar to read further down the page and to view other pages in the guide.

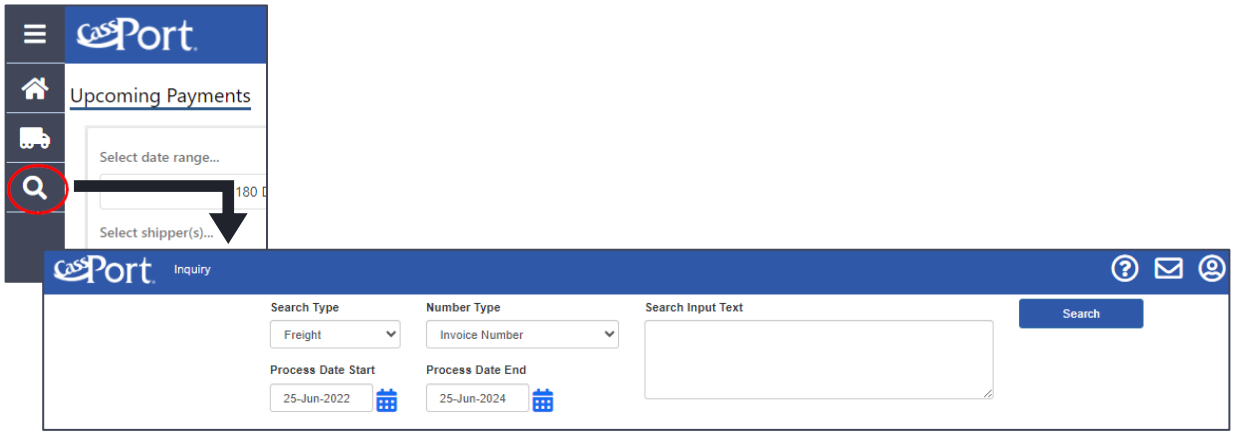
4. To exit the billing guide, click the tab's ☒ *Close* icon, e.g. Billing Guide ☒.
   The *Billing Guide Search* screen redisplays where you can select a new shipper.

Inquiry

The *Inquiry* tool allows users to search for records that have been rejected out of processing by using a reference number that was assigned by the carrier or the shipper. Users can review the history and status of a bill along with payment information. Images of a bill and any backup documentation sent to Cass can also be viewed in the *Inquiry* tool. You can also view invoices that have been rejected out of processing based on exception reasons. To learn more about why invoices are rejected, refer to the ***"Understanding the Inquiry Search Results - Reject Status/Disposition"*** topic in this section.

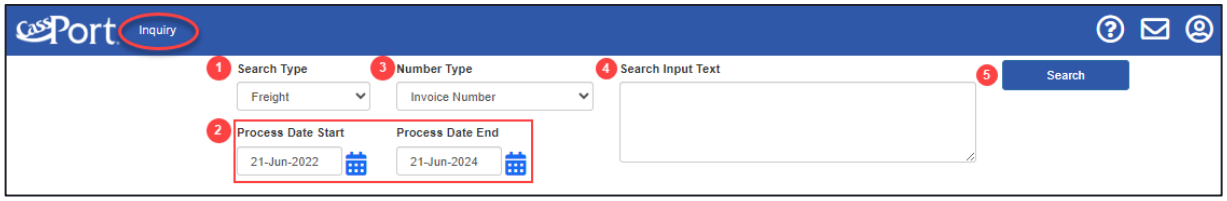
Accessing Inquiry

Select the *Inquiry* icon from the menu on the left.



Search Elements

This topic explains each element or option shown on the *Inquiry* screen.



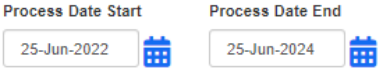
Element/Option	Description
1. Search Type **Search Type** Freight	This option defaults to *Freight* and cannot be changed. Records for the past three (3) years plus the current active year can be searched.

Element/Option	Description
2. Processing Date Range Process Date Start 21-Jun-2022 Process Date End 21-Jun-2024	• Allows you to select a date range in which to search for records. • Click the *Calendar* icon next to the applicable field(s) to display a calendar and select a different date. • The *Process Date Start* defaults to 2 years prior to the current date.
3. Number Type Number Type Invoice Number	• Provides a list of reference number types that you can search for, e.g. invoice number(s), etc. Invoice number is the default. • Do not search by *"Carrier Tracking Number"* since this is for Parcel only. • Click the dropdown arrow to display the options.
4. Search Input Text	Allows you to enter one or more reference numbers to search by, e.g. invoice number(s), carrier tracking number(s), etc.
5. Search button Search	Click this to display the search results based on your search criteria and selections.

Searching for Bills / Invoices

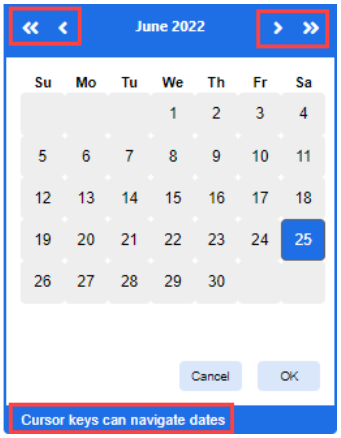
1. Select the *Processing Date Range* for the bills you will be searching.

   NOTE: The process date represents the date that the bill completed processing at Cass. This date will be 7 to 10 business days after Cass receives the bill.



   a. Change the *Process Date Start* and *Process Date End* to limit the records that display on the grid based on the *Process Date* range. The default *Process Date Start* is 2 years prior to the current date. The *Process Date End* defaults to the current date.

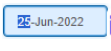
   b. Click the field's *Calendar* icon to display a dropdown calendar and change the date.



   NOTE: Use the keyboard cursor keys to change the date on the current month and/or use the *calendar's* « ‹ *Previous Month / Year or* › » *Next Month /*

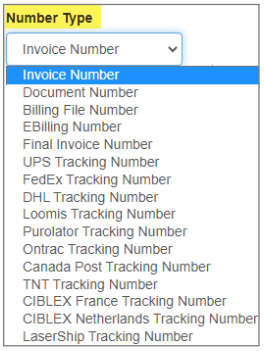
Year navigation icons to display the applicable month / year. Then, click the date to select it.

OR

c. You may alternatively click in the dd-mm-yyyy fields, e.g., 

, to edit a specific day, month, or year.

2. *Number Type - Invoice Number* is the default; click the dropdown arrow to select a different option.



   a. Freight Reference Number Type options:

      i. *Invoice Number*: Enter the carrier's main shipment reference, e.g. pro number.

      ii. *Document Number*: Enter the client's main shipment reference, e.g. SID/BOL.

      iii. *Billing File Number*: Enter the carrier's billing invoice number, e.g. pre-billing file number (Pro-Forma E-Invoice).

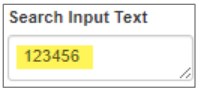
      iv. *EBilling Number:* Enter Cass' Billing Instruction's (BI) document reference number.

      v. *Final Invoice Number:* Enter the value associated with the carrier's Final Invoice Upload (BI) or Cass' Self-Billing Invoice (SBI).

      vi. *Carrier Tracking Number options*: **Do not use this option.**

3. *Enter Search values / criteria* in the "*Search Input Text*" field. You can enter one or more search values or criteria as needed based on the number type selected in the previous step, *e.g. invoice number, document number, etc.*

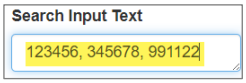
   a. Enter a single complete invoice/bill number, e.g. 123456.



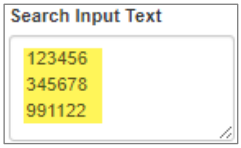
   OR

   b. Enter multiple invoice/bill numbers using one of the following methods:

      i. Enter a comma (,) between each specific number.

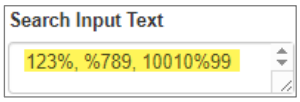


      ii. Stack the specific numbers in a list by pressing **ENTER** after each number.



   AND/OR

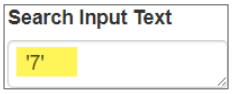
c. Use a wildcard character (%) to search for multiple invoices. The wildcard can be placed before a number, after a number, or in the middle of a number.



Examples: "123%" searches for all invoices beginning with "123"; "%789" searches for all invoices ending with "789"; "10010%99" searches for all invoices that begin with "10010" and end with "99."

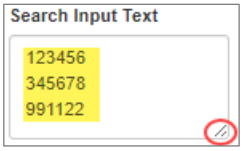
OR

d. To search for reference numbers that contain one (1) character, enter single tick marks ('7') before and after the number.

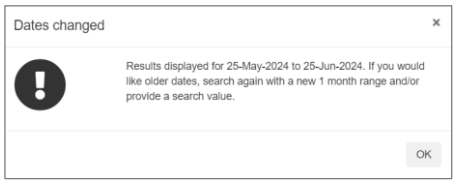


NOTES:

- The *Search Input Text* field automatically adjusts to fit all numbers entered; however, you can resize the field by pointing to the lower right corner and dragging it.



- If you leave the search criteria field empty and press Search the following message displays:



If this occurs, you must click OK and either adjust the process date range or enter specific search criteria or values.

Column Headings

There are several columns that may not be seen on the grid once the *Inquiry* tool displays information based on the values or numbers being searched. If this occurs, you may need to use the horizontal scroll bar at the bottom of the screen to see all the data fields.

The following table provides a list of the column headers and explanations of the information shown.

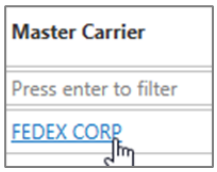
Column Name	Description
Shipper	The number provided in this field is a Cass created account code that represents a client's processing system.
Type	This field can contain one or more icons. • The *Paper Invoice* icon displays the image of the paper bill that was processed. • The *EDI* icon displays an image template of the EDI data or *"No Data Available"* if it's not available for this shipment. • The *Package* icon provides an image template of parcel-level details and EDI data; only a few lines may be viewed at one time. • The *FBA Stamp* icon provides an image of the data that was given on the FBA Stamp during the exception resolution process. • The *Globe* icon displays the shipping details, EDI or paper image, History, and Reasons for the specific shipment for clients who are processing bills on the Global Platform. • The *Billing History* icon displays for non-global (legacy) processed records that either have outstanding rejections that requires an action or previously had a rejection that has been resolved.
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.

Column Name	Description
Cut Reason	If the amount billed is not equal to the amount paid with the disposition of "*Paid*," then this will state the reason that 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.
Primary Carrier	Contains the carrier's name who billed the invoice. **NOTE**: This is an important quick reference tool built into Inquiry that allows you to click in the invoice's Carrier Name column to open the associated client billing guide.
Paid/Reject Date	Contains the date the record will be set up to pay if paper check carrier, or the date in which the record was rejected. **NOTE**: If payment is made via ACH, the ACH # and ACH Xfer Date populate within 5 business days and payment transfer will occur based on the Xfer Date.
Check/ACH#	Once a check number/ACH number has been assigned for payment purposes this field will be populated with the number. **NOTE**: The ACH # populates within 5 business days.
ACH Xfer Date	If the carrier receives payment via ACH this shows 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**: The ACH Xfer Date populates within 5 business days.

Column Name	Description

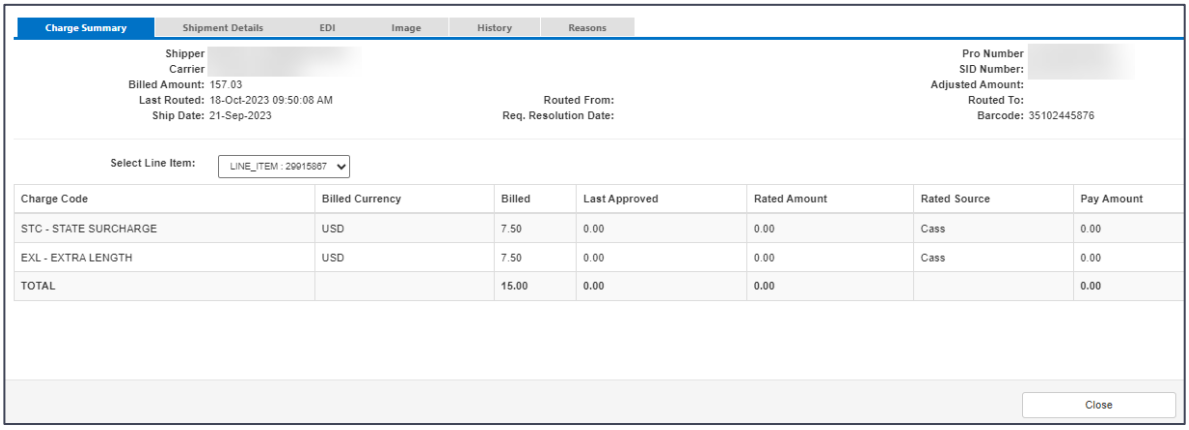
Disposition	This shows the shipment's status, which may be one of the following:
	• "*Invoice Routed to Customer*" indicates that the invoice is waiting for the client/shipper to resolve the exception.
	• "*Resolved*" indicates that the client has resolved the exception and that the invoice has been 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.
	• *"InProcess…"* indicates that the invoice is currently working *through* the Cass system and the approval process before being scheduled for payment.
	  ○ Audit or Cass Resolution indicates an internal Cass user is reviewing the shipment.
	  ○ Client Resolution indicates the shipper/client user is reviewing the shipment.
	  ○ Carrier Resolution indicates that the carrier needs to review and submit additional details.
	• *"Scheduled for Payment"* indicates that the invoice has completed processing and is currently scheduled for payment. Notice that the scheduled payment release date is shown in the *"Pay/Rejected"* column.
	• *"Paid"* indicates that the payment was created and sent.

Resolution Form	Displays the Resolution form name of an exception invoice in the Global platform.
Base Reason	This shows the base reason a record is being rejected.
Expanded Reason 1	This shows the extended reason for a rejected record.
Expanded Reason 2	This shows the second extended reason for a rejected record if applicable.
Expanded Reason 3	This shows the third extended reason for a rejected record if applicable.
Billing File Number	Carriers' invoice number/pre-billing file number.
Shipment Consolidation Ref	Displays generic shipment-level reference number; may be a consolidation flag.

Column Name	Description
eBilling Number	Displays the Cass' Billing Instruction's (BI) document reference number.
Final Invoice	Enter the value associated with the carrier's Final Invoice Upload (BI) or Cass' Self-Billing Invoice (SBI).
Master Carrier	Contains the carrier's name who billed the invoice. **NOTE:** This is an important quick reference tool built into Inquiry that allows you to click the invoice's Carrier Name column to open the associated client billing guide. 

Global Platform Details

For clients who are processing their bills on the *Cass Global Platform*, the *Globe* icon displays additional details related to a specific shipment. When you click , you are directed to a window that contains the data in a tabbed format as shown below.



Tabs	Description
Charge Summary	Contains a summary of all charges presented on the invoice.
Shipment 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.

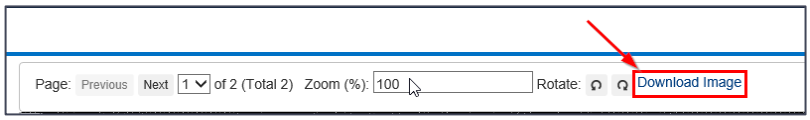
Tabs	Description
Reasons	Displays the reasons the shipment has fallen out of process for approvals, or the reason the record is being rejected.
Authorization Record	For records processed in a match pay account, the shipment record details are available on this tab.

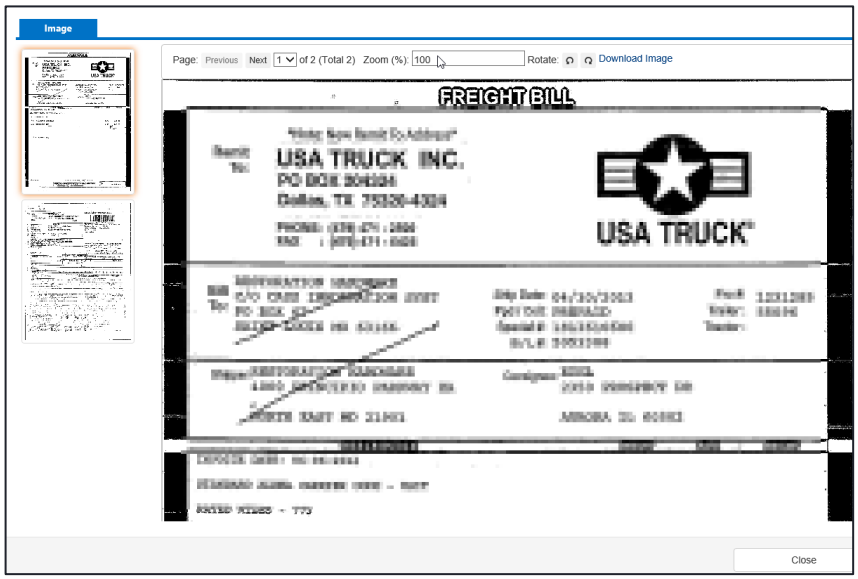
Viewing an Invoice Image

Cass stores all images for invoices that are received and are either processed for payment or rejected. Most images are available for up to seven (7) years; however, this can vary based on the client selected.

- To view images of paper invoices, click the *Paper Invoice* icon. These represent the invoices scanned into the system.
- To view EDI invoices, click the *EDI* icon. An image of the EDI data displays if available or *"No Data Available"* displays if no data is available for this shipment.

The *Image Viewer* displays only the first 10 pages of an invoice. If an invoice is longer than 10 pages, click the link shown in the Browser as shown below to open the invoice.





NOTE: Thumbnail images are provided to the left of the paper image to help you navigate through the documentation. Click a thumbnail image to fully display that page on the right.

Understanding the Inquiry Search Results

No Records Found

After you enter your reference number(s) into the search text field and click Search, the *'No Record Found'* message may display. If this occurs, this may indicate one of the following scenarios: *1) Cass has not yet received the invoice, 2) The invoice has not completed processing and is not yet visible on CassPort, or 3) The invoice number may have been entered incorrectly by the user.*

NOTE: If you are unable to locate a record by invoice number, try searching by a different reference number. For example, search by a Pro number or Doc/BL number. You may also include a wild card (%) character in the number either at the beginning or the end of the string, e.g. 101445%, %789.

Payment Information

Once your search results display on the grid, you 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 1	Pay/ Reject Date 2	Check/ ACH # 3	ACH Xfer Date 4
Press enter to filter	Press enter to filter	Press enter to fil	Press ente
14-Jul-2022	18-Jul-2022		
14-Jul-2022	18-Jul-2022		
14-Jul-2022	18-Jul-2022		
12-Jul-2022	14-Jul-2022		
26-Apr-2023	28-Apr-2023		
15-Mar-2023	22-Mar-2023	280276	22-Mar-2023
22-Jul-2022	29-Jul-2022	026276	29-Jul-2022
22-Jul-2022	29-Jul-2022	026276	29-Jul-2022

Please review the following explanations to ensure that you understand the data shown in these columns:

1. **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.
2. **Paid/Reject Date:** This is the date the record is set up to be paid or the date in which the record was rejected from the system. Refer to the disposition to determine which date is displayed.
3. **Check/ACH#:** Once a check number/ACH number has been assigned for payment, this field is populated with the check/ACH number.
4. **ACH Xfer Date:** If the carrier receives payment via ACH, this shows the date the payment will be **transferred** from Cass to the Federal Reserve. Payments are sent from the Federal Reserve to the carriers banking institution.

   NOTE: Cass is not responsible for processing times with the Federal Reserve or the carrier's banking institution.

IMPORTANT NOTES:

- If an invoice has been rejected, the "*Amount Billed" and "Diff(erence)"* columns are populated.

Amount Billed	Amount Paid	Diff
Press enter to filt	Press enter to filt	Press enter to filt
114.61	0.00	114.61
62.00	0.00	62.00
62.00	0.00	62.00
147.17	0.00	147.17

- The *ACH Xfer Date* column contains the date that the ACH are transferred to the Federal Reserve.

Reject Status/Disposition

The *Inquiry tool* allows users to view exception invoices that have been rejected out of processing. There are requirements that clients have set up at Cass 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 must be resubmitted by the carrier or they may need to provide back-up documentation on an invoice.

There are three (3) main reasons an invoice may be considered an exception and then rejected from processing:

1. The invoice does not meet the client requirements.
2. The invoice does not have enough information for payment.
3. The liability of the invoice cannot be determined.

The disposition or reject statuses are explained in the topics that follow:

Disposition
Press enter to filter
In Process - Shipper Resolution
INVOICE ROUTED TO CUSTOMER.
INVOICE REJECTED TO CARRIER.
CASS RESOLUTION PENDING.
In Process - Audit Resolution
INVOICE CURRENTLY BEING AUDITED.

In Process – Shipper Resolution -or- Invoice Routed to Customer

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 must be submitted to Cass as the original invoice is no longer in process and will have no further action.

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. These invoices do not provide enough data for payment to be made. Invoices that are illegible are also rejected back to the carrier. Once the invoice has been rejected and sent to the carrier, a new/corrected invoice must be resubmitted to Cass for processing.

NOTE: Invoices that have been rejected back to the carrier are no longer approved for Cass to process and are not set up for payment.

Cass Resolution Pending

On occasion, an invoice needs additional intervention by a Cass Representative. These invoices are reviewed and then 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.

NOTE: Invoices with this status do not require any action by you, the carrier, or the client.

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 indicate that they are being reviewed by the Cass auditor or have been reviewed and their status will be updated within the next 24 hours.

NOTE: Invoices with this status do not require any action by the carrier or client.

Scheduled for Payment

This disposition indicates that the invoice has completed processing and is currently scheduled for payment. The scheduled payment release date is shown in the "*Pay/Rejected*" column.

Paid

A "*Paid*" disposition indicates that the payment was created and sent.

Interpreting the Disposition of an Invoice

To view the status of the invoice, scroll over to the "*Disposition*" column, and refer to the following table for descriptions of each disposition.

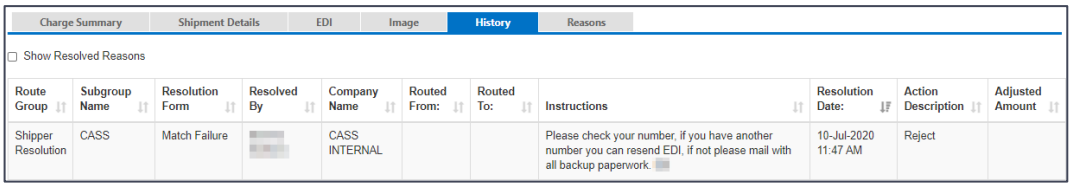
Disposition	Description
1. In Process – Shipper Resolution	The invoice is being reviewed by the client.
2. INVOICE ROUTED TO CUSTOMER	The invoice is being reviewed by the client at the client's request.
3. INVOICE REJECTED TO CARRIER	• The invoice has been rejected. • The invoice must be resubmitted to Cass according to the client's billing instructions. **NOTE**: Refer to the *"View Billing Guides"* section for information on viewing the client's billing instructions.
4. CASS RESOLUTION PENDING	The invoice is being reviewed by a Cass Representative.
5. In Process – Audit Resolution And 6. INVOICE CURRENTLY BEING AUDITED	The invoice is being reviewed by a Cass Auditor.

Exception Invoice on the Global Platform

If the client/shipper is processing invoices on the Global platform, review the "*Reasons*" and "*History*" tabs available from the invoice's detail screen. Refer to the following steps and information provided on the "*History*" and "*Reasons*" tabs for Global exception invoices.

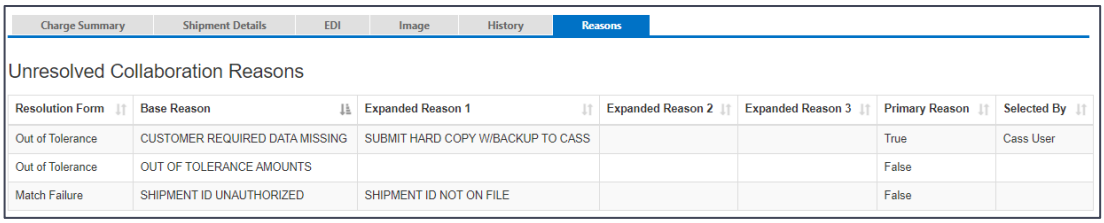
1. To review an exception invoice on the *Global* platform, click the *Globe* icon.
2. To review the status of the invoice, click the "*History*" tab.

   Refer to the following example and table for descriptions of column headers and data shown on this screen.



Global Invoice - History Details	
Column Header	**Description**
Route Group	• Displays the *"Route Group"* that has taken the last action. • *Shipper Resolution* represents the client/shipper's queue. • *Carrier* represents a carrier queue if the carrier is participating in collaboration. • *Cass or Audit Resolution* = a Cass internal queue.
Subgroup Name	Used by some clients as a queue for subgroups of users.
Resolution Form	The approval form that an exception invoice was displayed on for the client to review.
Resolved By	Displays the name of the person who resolved the record.
Company Name	Displays the company name of the person who resolved the record.
Routed From	If the record was routed and not resolved, this field will display the *"Route Group"* that routed the record.
Routed To	If the record was routed and not resolved, this field will display the *"Route Group"* that the record is being assigned to.
Instructions	Displays instructions or notes that can be used in resolving an exception record.
Resolution Date	The date that the record was resolved.
Action Description	Displays the action that the user has taken to resolve the record. For example: • *Rejected* — indicates that the invoice has been rejected from processing and will not be paid. The carrier will need to submit a new invoice with the correct information supplied. • *Route* — indicates that the record was routed to another queue for further review and approval. • *Accept* — indicates that the user has approved/accepted the invoice and will continue processing.
Adjusted Amount	Contains the amount that will be paid toward the invoice, including any adjustments made by the auditor or the client.

3. Click the "*Reasons*" tab to review the exception reasons that apply to the record. Each reason listed must be approved by the client before the invoice will be paid.



Resolution Form	Base Reason	Expanded Reason 1	Expanded Reason 2	Expanded Reason 3	Primary Reason	Selected By
Out of Tolerance	CUSTOMER REQUIRED DATA MISSING	SUBMIT HARD COPY W/BACKUP TO CASS			True	Cass User
Out of Tolerance	OUT OF TOLERANCE AMOUNTS				False	
Match Failure	SHIPMENT ID UNAUTHORIZED	SHIPMENT ID NOT ON FILE			False	

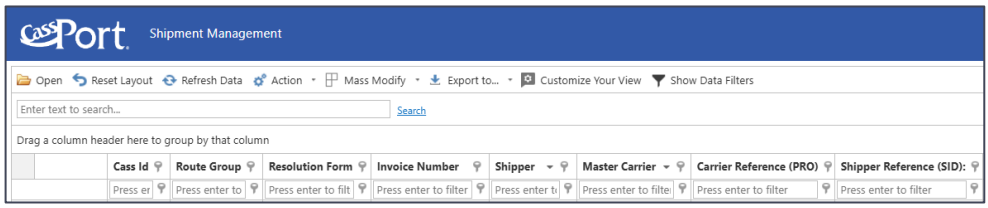
Customize Your View

Overview

This topic explains how to customize your view (or grid) by selecting the Customize Your View function. When you customize your grid, you can work more efficiently in Shipment Management by controlling which records display and how they display.

Example of the Function Buttons & the Customize Button

When your first access Shipment Management, the default view displays (as shown below). You can make changes on your grid, such as change the order of columns, sort by a different column, etc. and the changes are saved as you exit and return to the application.

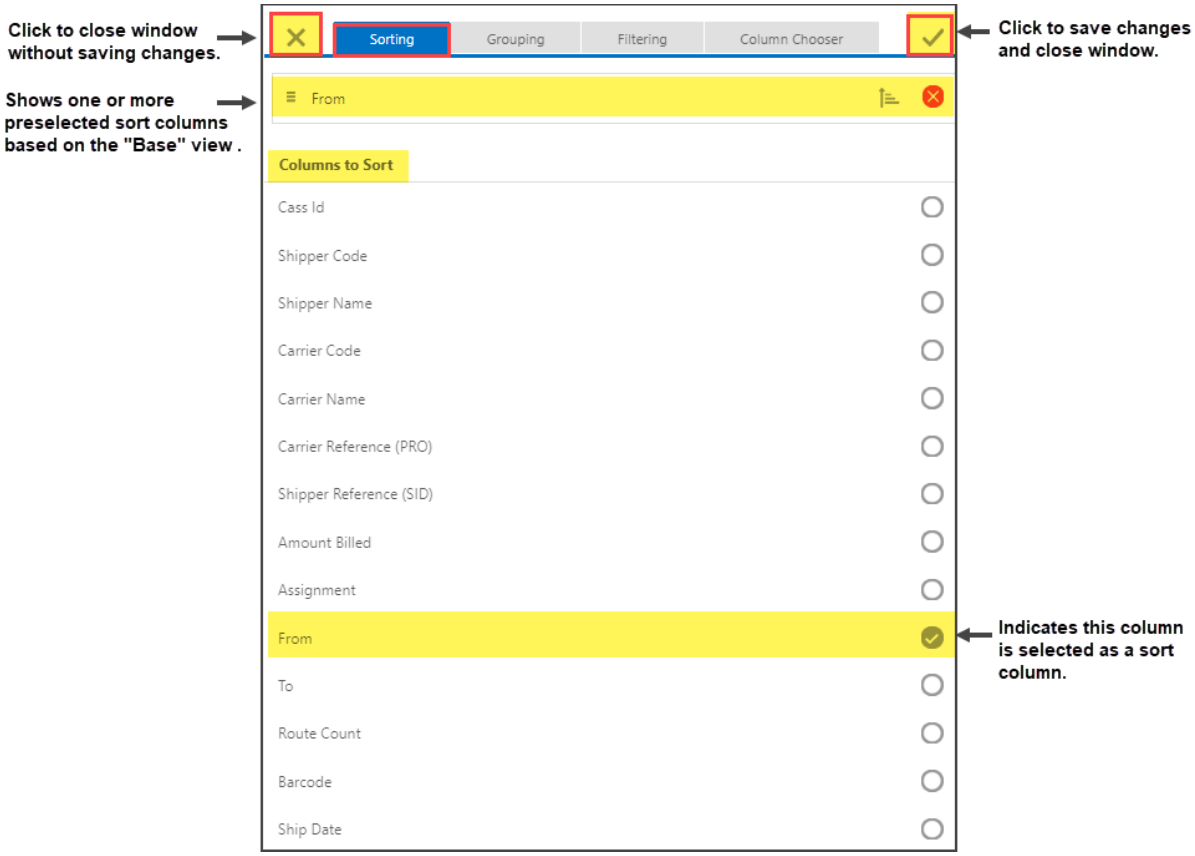


Customizing Your View

Click the Customize Your View option to display the *Customize Your View* window. There are four tabs — *Sorting, Grouping, Filtering, and Column Chooser*; the *Sorting* tab displays by default.

NOTE: The Customize Your View function is a convenient way to make multiple grid layout changes at once. You may also make most changes directly from the grid; refer to ***"Customizing Your View from the Grid"*** to learn more.

Example of the Customize Your View Window - Sorting Tab

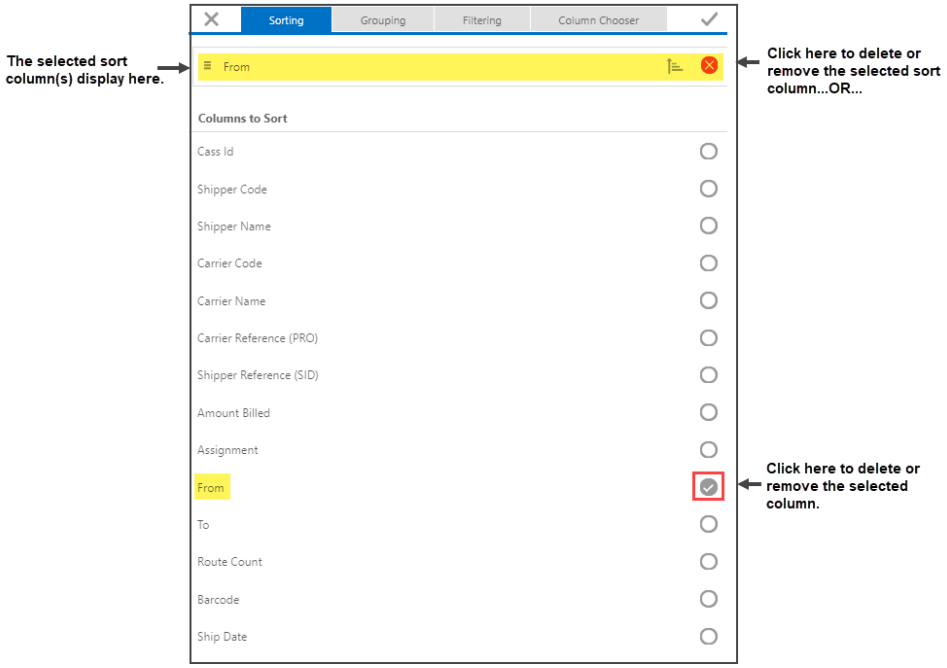


NOTES:

- The column headings listed are based on the application currently open, e.g. Shipment Management.
- Use the vertical scroll bar to view all available column headings.
- Click a tab, e.g. Filtering, Column Chooser, to display that screen's options.
- If you make changes on any of the four tabs, click the ✓ Apply icon to save and close the *Customize Your View* window; if no changes are made or you don't want to save your changes, click ✕ *Close* to exit.
- From the grid, you can remove all customization changes by clicking the Reset Layout except filtering selections.

The Sorting Tab

The *Sorting* tab allows you to select up to three column(s) to sort your data by on the grid.



NOTES:

- Notice that the *Ascending icon* is shown at the end of the selected column. This indicates that the invoices are listed alphanumerically in *ascending order* (blank, 0-9, A-Z) by the "*From*" column in this example.
- Click the *Delete* icon at the top of the *Customize Your View* window to deselect a selected sort column or click the at the end of the selected column.
- In the example shown below, the records are sorted by the "*From*" column in ascending order (the default), e.g. From. The icon indicates that the records are sorted by that column in *ascending order*.

Example Showing Records Sorted by the "From" Column in Ascending Order

In the example shown above, the *"From"* and *"To"* columns have been moved to the far left. Refer to ***"The Column Chooser Tab"*** to learn how to do this.

- To change the sort order from the grid or the *Customize Your View* screen:
  - If you are working on the grid, click the icon in the column heading (From). The *Descending* icon then displays, e.g. From.
  - If you are making selections from the *Customize Your View* window, click the *Ascending icon* at the end of the selected column heading. The *Descending* icon displays.

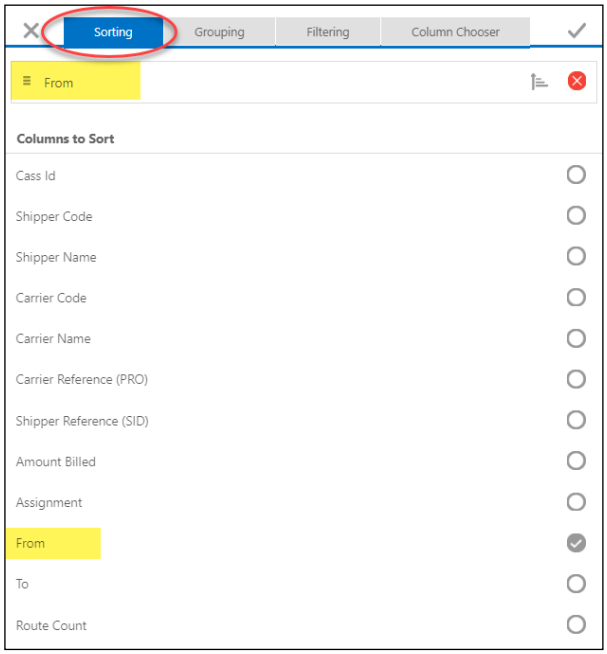
Example Showing Records Sorted by the "From" Column in Descending Order

- Up to three columns may be selected to sort the invoices by — the first column selected is the primary sort, the second and third are secondary and tertiary sort fields in ascending or descending order based on your selection.

Steps to Select Sort Columns

1. Click Customize Your View to display the *Sorting* tab.

Example Showing the Sorting Tab



2. Select one or more sort columns by clicking each column's ○ selection button, *e.g.*, *Shipper Name*, *Shipper Code*, *etc*.

   NOTE: To deselect a selected sort column, e.g. "From", click the column's ⊗ Delete icon located at the top of the screen or click the column's ✓ selection button to remove the checkmark, e.g. ○.

3. Click the ✓ *Apply* icon located in the upper-right corner of the window to save the selections and close the *Customize Your View* window.

   OR

   Click another *Customize Your View* tab, *e.g. Grouping, Column Chooser*, to continue making changes.

   OR

   Click the ✕ *Close* icon to close without applying selections.

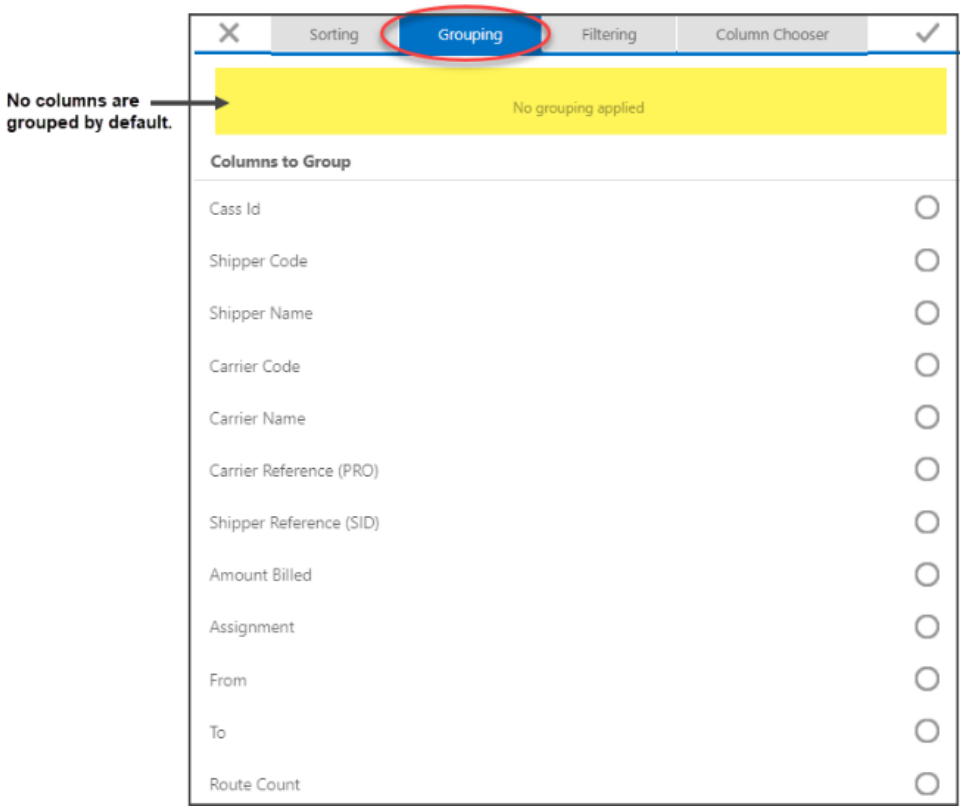
   The "*Retrieving Data*" message displays if changes are applied, all records displayed are sorted by the selected column(s).

   NOTES:

   - When you click ✓ *Apply*, all customization changes made on other tabs are also applied and saved.
   - If you click the ✕ *Close* icon, any customizations made on other tabs (*Grouping, Column Chooser)* are not saved.
   - From the grid, click the Reset Layout button to remove all customization changes.

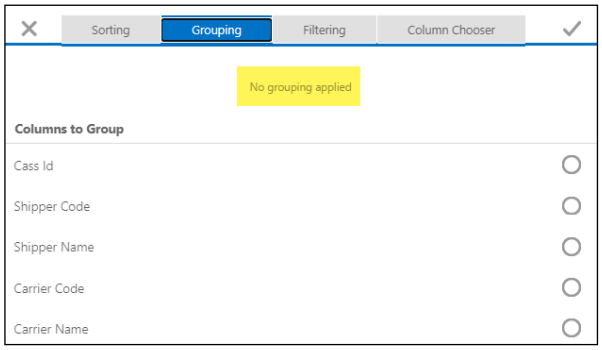
The Grouping Tab

The *Grouping* tab allows you to roll up or aggregate records based on one or more column(s) to help you to efficiently review your invoices. Notice that no columns have been grouped based on the default settings.

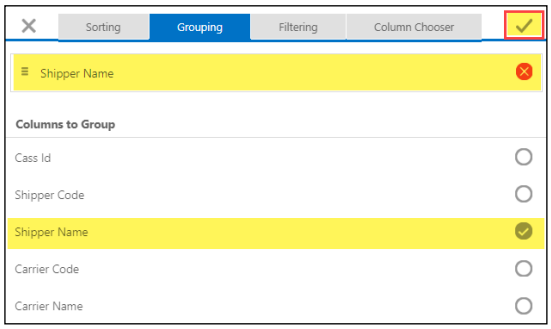


Steps to Group Columns

1. Click Customize Your View and then the "*Grouping*" tab. In the example shown below, no columns are grouped.



2. Select one or more columns by clicking each column's ○ selection button, *e.g. Shipper Name, Shipper Code,* ✓.



NOTE: If you inadvertently select a column or change your mind, click the column's ⊗ *Delete* icon (at the top of the screen) or the column's ✓ selection button.

3. If you're finished making all customizations, click ✓ *Apply* to save your selections and close the *Customize Your View* window.

   OR

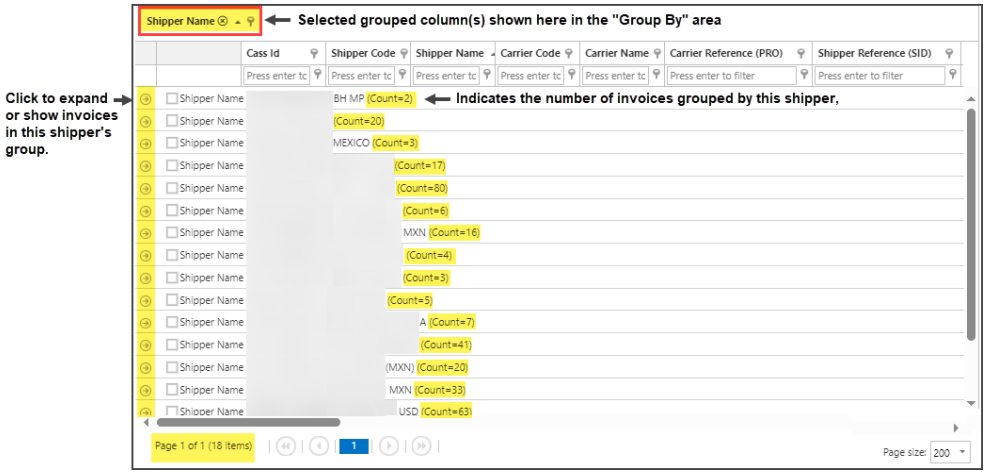
   Continue making other customizations by clicking each tab, *e.g. Sorting, Filtering, Column Chooser*, and then click ✓ *Apply* when finished.

   OR

   Click ✕ *Close* icon to exit and close without applying selections; no selections will be saved.

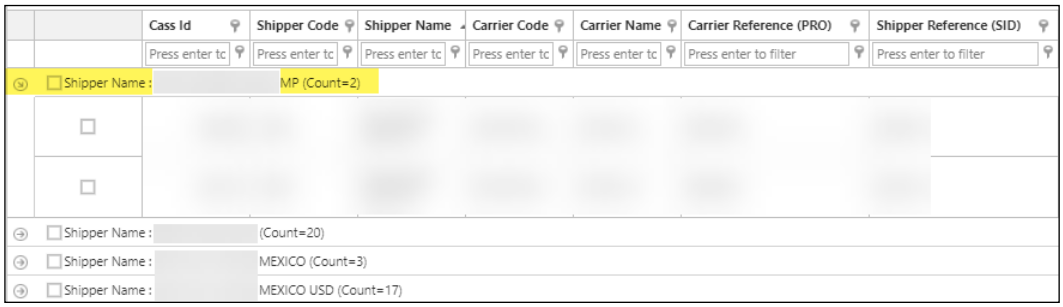
   The *"Retrieving Data"* message displays and the records are shown grouped based on the selected column(s), *e.g., Shipper Name*.

   Example Showing Grouped Records By Shipper Name



NOTE: The number of groups are shown in the lower left corner of the screen, *e.g. 18 items or shipper names*; the number of records collapsed within each group is indicated by the "*Count*" shown at the end of each group, *e.g. shipper names*.

4. Click a group's *Expand* icon to view the records rolled up into that group.



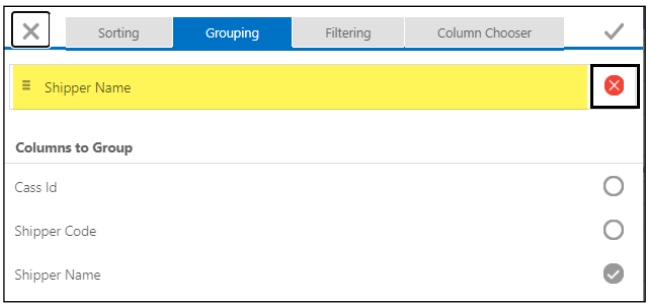
5. Click the *Collapse* icon to hide or collapse the expanded records in a group.

NOTES:

- When you click *Apply*, all customization changes made on other tabs are also applied and saved.
- To remove a selected grouped column from the results grid or the *Customize Your View* window:
  - Click the group's *Delete* icon shown in the *"Group By"* area (located above the column headings, e.g., Shipper Name.

    OR

  - From the *Customize Your View – Grouping* window, click the grouped column's *Delete* icon shown at the top of the *Grouping* tab, then click to apply and close the window.

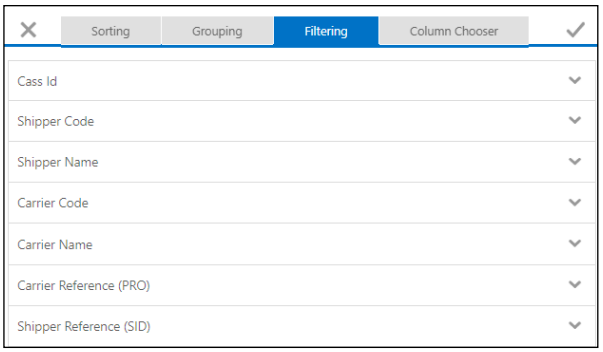


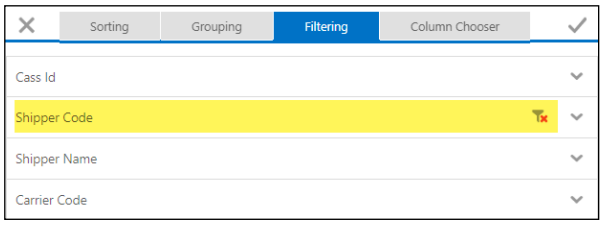
- Grouped columns are also displayed at the top of the *Sorting* tab, however, you can only delete a grouped column from the *Grouping* tab.
- From the grid, click the Reset Layout button to remove all customization changes.

The Filtering Tab

The *Filtering* tab option allows you to limit which records are shown on the grid. Notice that no columns are filtered by default.

Examples Showing No Filters Selected (Base's View Default) & Selected Column Filter (Shipper's Code)

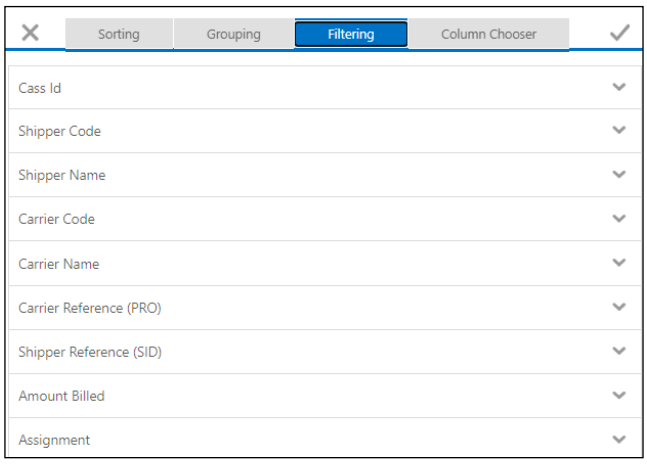




NOTE: If a column is filtered, you will see a *Remove Filter* icon at the end of the column, *e.g. Shipper Code*, as shown above.

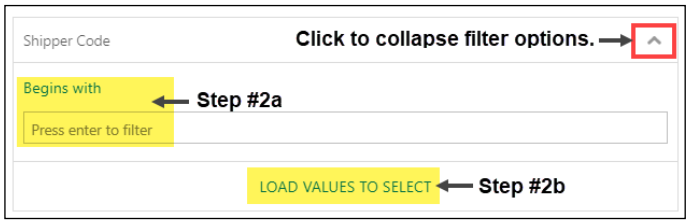
Steps to Filter Columns

1. Click Customize Your View and then the "*Filtering*" tab. In the example shown below, no filters are selected or applied.



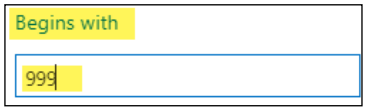
2. Click a column's ⌄ dropdown, *e.g.*, *Shipper Code*, to display and select one of the two filtering options below:

Example of Filter Options for the Selected Column (Shipper Code)



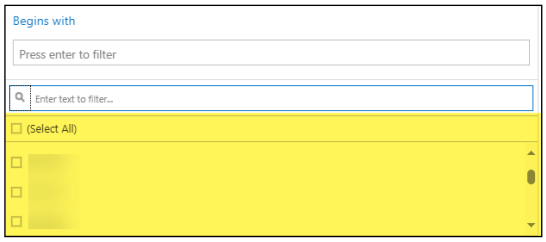
a. Enter criterion in the "*Begins with*" field; you may enter either a complete criterion ("99999") to display specific invoices or enter a partial criterion ("999") to list all invoices that begin with the entered criterion, *e.g.* *"999"*.

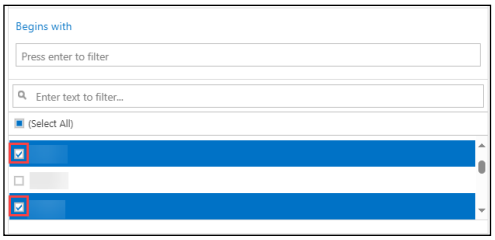
Example of Partial Criterion Entered to List All Shipper Codes Beginning With "999"



OR

b. Click LOAD VALUES TO SELECT to list options, *e.g.* *Shipper Codes*, and scroll through the list to select one or more values. Click each applicable ☐ selection box, e.g., ☑ 999.





NOTES:

- Once an option is selected, the ■ (Select All) box turns to "**blue**" indicating that at least one value is selected.
- To quickly select most of the listed options, click ■ (Select All) to select all, *e.g.*, ☑ (Select All), then click individual options that you want to deselect or exclude from the results.

3. Click ✓ *Apply* to apply the selected filter(s) and close the window.

   OR

   Click other tabs, *e.g. Column Chooser, etc.*, to continue making changes.

   OR

   Click ✕ *Close* icon to close without applying selections.

   The *"Retrieving Data"* message displays, and the records shown are updated to display only those records that match the selected or entered criteria.

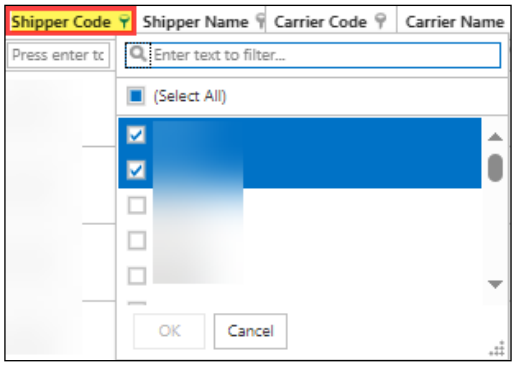
   NOTES:

   - Once the results grid redisplays, notice that the column's *Filter* icon color changes to "***blue***." This indicates that the records listed are filtered based on the current filtering criteria.

   - The filter condition(s) selected displays in the lower left corner of the results grid beneath the *Navigation / Page* icons, *e.g.*, [Shipper Code] Equals Or [Shipper Code] Equals ; you may click the ☑ selection box to remove the filter(s) or then reselect to reapply it during the current session.

   - To delete one or more filters from the results grid or the *Customize Your View* screen,

     - From the results grid, click the filtered column's *Filter* icon to display the current selections, then click one or more selected options to remove the checkmark(s). Click OK to apply and close the list.



OR

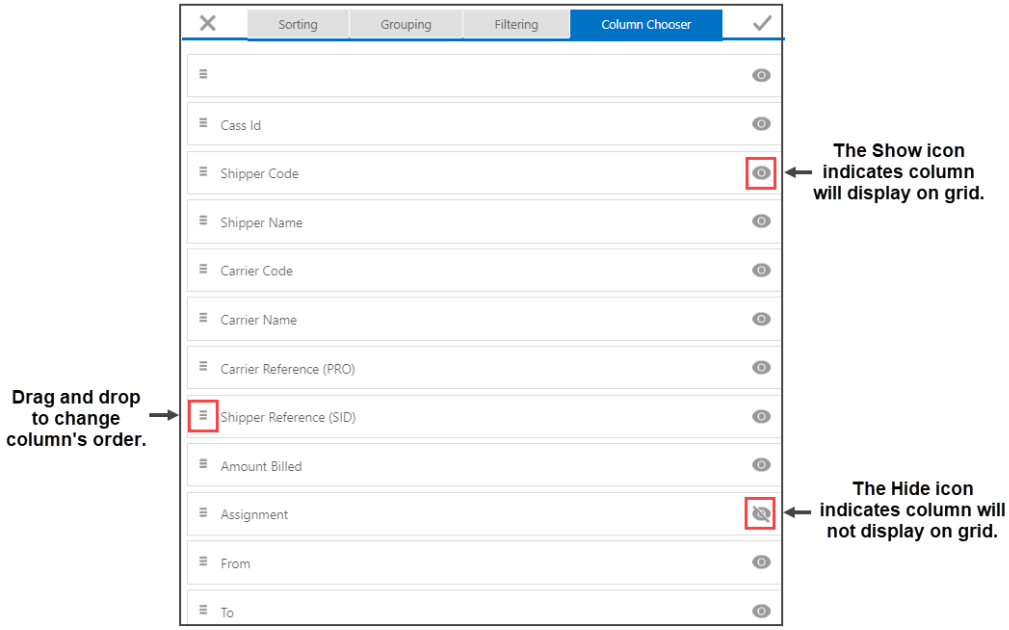
- Open the *Customize Your View* window and click the *Remove* filter icon to delete all filters or click a column's selection box and click ✓ to apply changes.

- From the grid, click the Reset Layout button to remove all customization changes.
- If you want to learn advanced filtering options that use Boolean logic, such as and / or statements, refer to *"Appendix C: Advanced Filtering Options"* later in this document.

The Column Chooser Tab

The *Column Chooser* tab allows you to choose which columns display on the grid and their order.

Example of the Column Chooser Tab



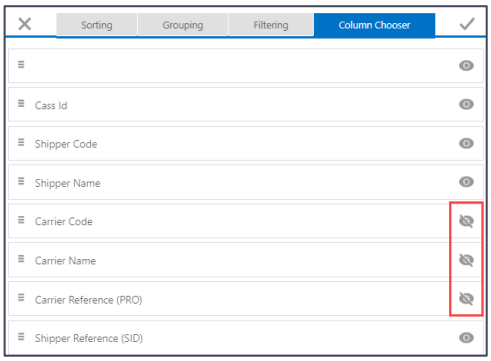
Steps to Show/Hide Columns

1. Click Customize Your View and then the "*Column Chooser*" tab.

2. Click a column's *Show* icon to hide a column on the grid.

   OR

3. Click a column's *Hide* icon to show the column on the grid.



   NOTE: In the example shown above, the user hid *the Carrier Code, Carrier Name, and Carrier Reference (PRO)* columns, e.g. .

4. Click *Apply* to apply the changes and close the *Customize Your View* screen.

   OR

   Click other tabs, *e.g. Grouping, etc.*, to continue making changes.

   OR

   Click *Close* icon to close the *Customize Your View screen* without applying the changes.

   The "*Retrieving Data*" message displays, and the results grid updates to reflect the changes.

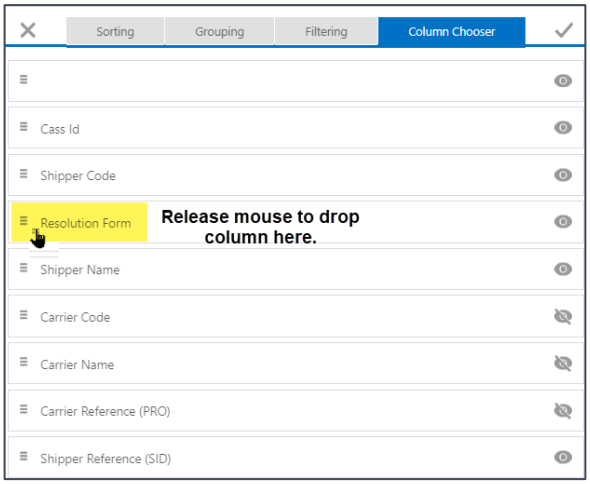
Steps to Move Columns

1. From the *Column Chooser* tab, point to a column's ≡ *Move* icon, *e.g. Resolution Form*.

   NOTE: Scroll down to see more fields such as Currency, Route Group, Resolution Form, Expanded Reasons 1-6, etc.

2. Drag and drop the column (up or down) to its new location, *i.e. after Shipper Code as shown below*.

   Example Showing "Resolution Form" Column Moved to Different Order



3. Click ✓ *Apply* to apply the changes and close the *Customize Your View* screen.

   OR

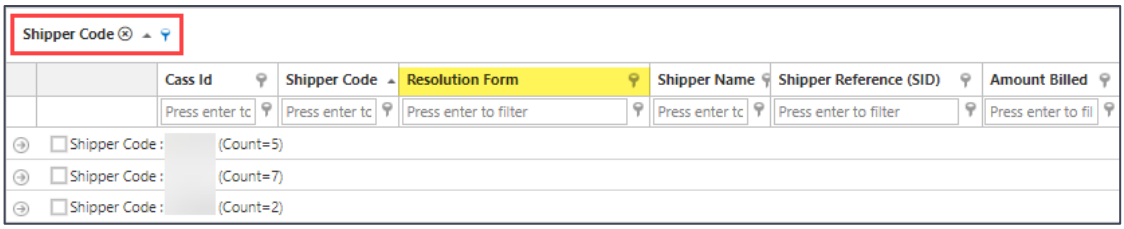
   Click other tabs, *e.g. Grouping, etc.*, to continue making changes.

   OR

   Click ✕ *Close* icon to close the *Customize Your View screen* without applying the changes.

The "*Retrieving Data*" message displays, and the results grid updates to reflect the changes.

Example Showing the Results Grid with Collapsed Records - "Resolution Form" Column Moved, and Columns Hidden (Carrier Name, Carrier Code, Carrier Reference (PRO)



NOTE: In the example shown above, the user moved the *"Resolution Form"* column, grouped by *"Shipper Code"* and filtered by three *"Shipper Codes"*.

Example Showing the Results Grid - Records Expanded for One Shipper (Count=7 Invoices)

NOTES:

- When you click ✓ *Apply*, all customization changes made on other tabs are also applied and saved.
- If you click the ✕ *Close* icon, any customizations made on other tabs (*Grouping, Column Chooser)* are not saved.
- From the grid, click the Reset Layout button to remove all customization changes.

Resetting the Grid Layout

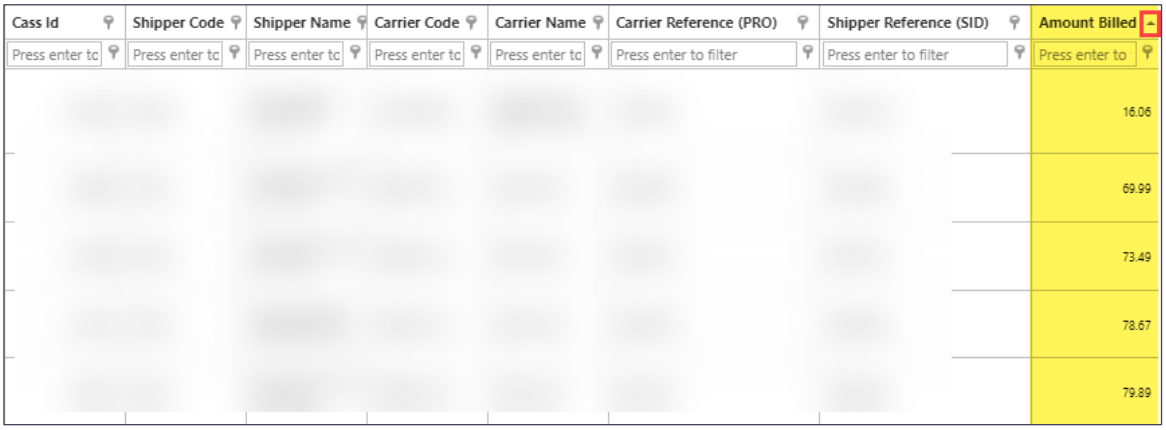
At any time, you may click the ResetLayout button from the grid to remove all customizations and to redisplay the *Base* view's default settings. Refer to each of the applicable ***"Customizing Your View"*** topics for details on how to make changes on the *Sorting, Grouping, Filtering, and Column Chooser* tabs.

Customizing the View from the Grid

This topic addresses how to customize your results grid directly from the results grid. You can make most customizations from the grid; however, you cannot hide columns. Also, you can move columns from the grid, but at times it may be easier to use the Customize Your View function.

Sorting

Point to a column heading, *e.g. Shipper Name, Amount Billed,* etc., and click once to sort the records in *ascending order* (*0-9, A-Z*) by that field. The *"Retrieving Message"* displays and then the records are resorted by the field selected, *e.g. Amount Billed*.

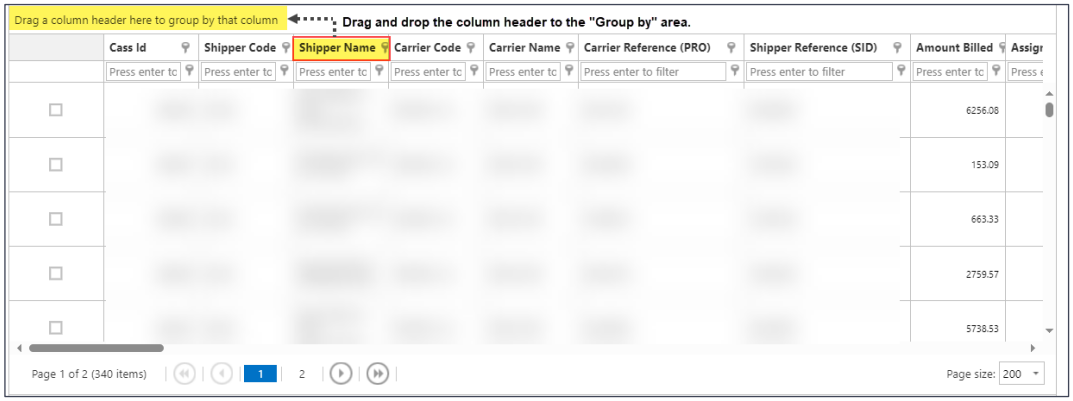


NOTES If you click the same column heading again, the sort order toggles to descending order, e.g. (9-0, Z-A). Repeat to return to ascending order.

Grouping

The grouping option allows you roll up or aggregate records based on one or more column(s) to help you review the results, *e.g., group all invoices with the same Shipper Name*.

1. Point to a column's heading, then drag and drop it into the group by column area, as shown below.



The "*Retrieving Data*" message briefly displays, and the results grid updates to show the records grouped by the selected column, *e.g., Shipper Name*.

NOTE: The records are collapsed within each group and the number of groups or items are displayed in the lower left corner of the screen, *e.g. 24 items*. Notice too that the number of records in each group is shown at the end of the grouped row, *e.g. Count*.

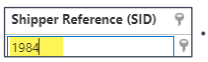
2. Click a group's *Expand* icon located at the beginning of a group to view the records rolled up within that group. The "*Retrieving Data*" message displays, and then the records.
3. Click a group's *Collapse* icon to collapse or hide the expanded grouped records.
4. To remove a grouped column, click the column's *Delete* icon, *e.g.*, Shipper Name, located in the group by area. If you have multiple columns grouped, click each grouped column's *Delete* icon; if you didn't make any other customizations, click Reset Layout .

Filtering by a Column

You may filter your data by any column heading to limit the records shown on the grid. There are two ways to do this from the grid — 1) filter by a column's criteria or 2) filter by a column's data value list.

Filter by a Column's Criteria Field

1. Click in a column's filter field, *e.g.*

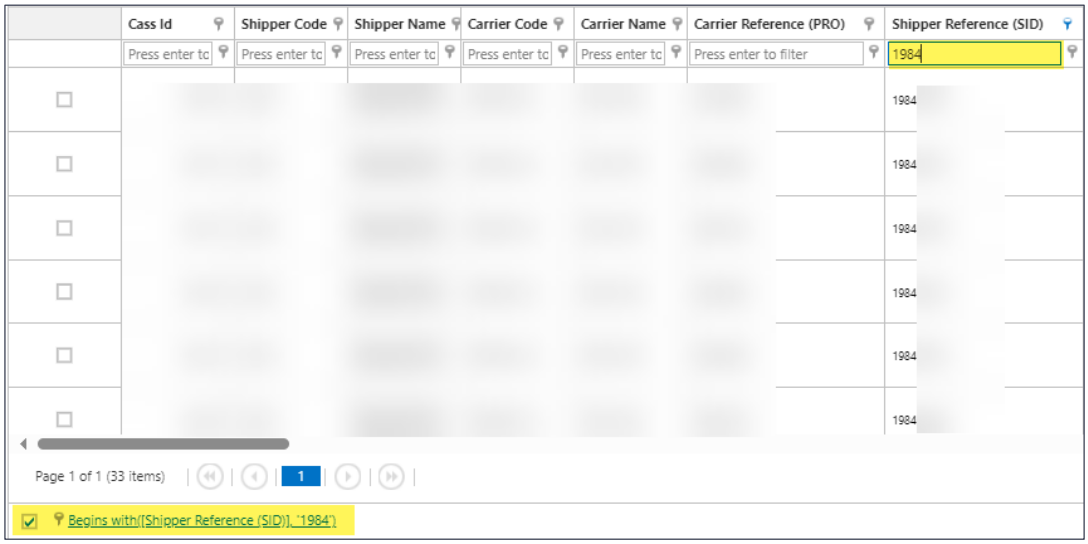
, located beneath its name, and enter a partial or complete criterion, e.g. 

.

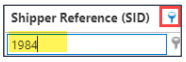
   NOTE: The user entered "*1984*" to list only those records that *"begin with"* the criterion "1984". If they want to list records that contain "*1984*" anywhere within that column, they can choose the "*contains*" condition. Refer to the "*Notes*" below to learn how to do this.

2. Press *ENTER* to apply the filter criterion and list only those records that match the criterion.

   Example Showing All Records that "Begin with" the Criterion in the Shipper Reference (SID) Column



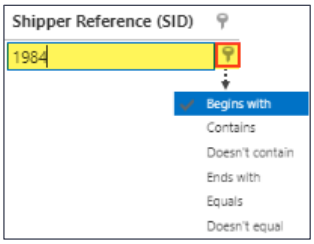
NOTES:

- Notice that the filtered column heading's *Filter* icon is "**blue**" indicating that your records are filtered by that column, e.g. 

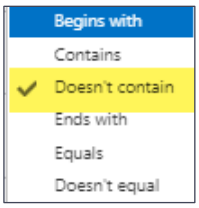
.
- To remove selected filter(s) temporarily, click the checkbox shown in the lower-left corner,

. You may reapply the filter at any time by clicking the checkbox.
- To delete or clear the filter criteria, click the Clear link located in the lower-right corner of the results grid. The screen refreshes to display all records previously shown.

- To select a different criterion condition other than the default, "*begins with*", click the *Filter* icon located at the end of the column's filter field as shown below.



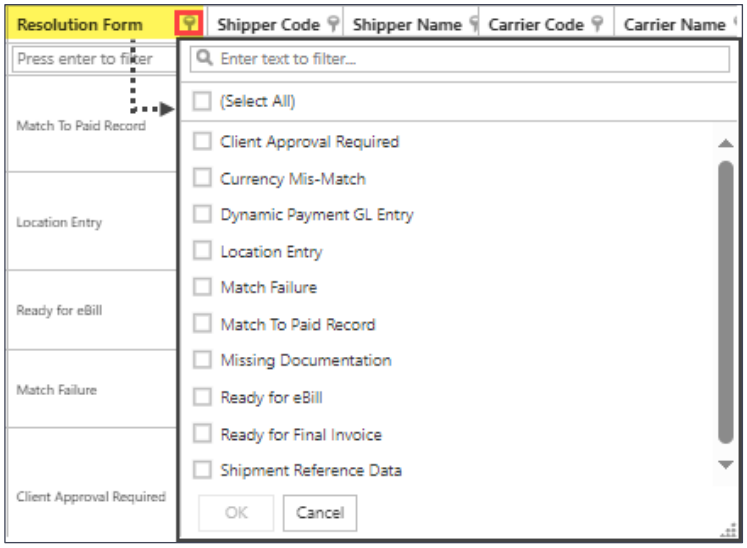
- Next, click the applicable condition, such as "*Contains*," "*Doesn't Contain*", *etc.* and then press *ENTER* to display the results. In this example, only those records that doesn't contain "*1984*" will display on the grid.



Filter by a Column's Data Values List

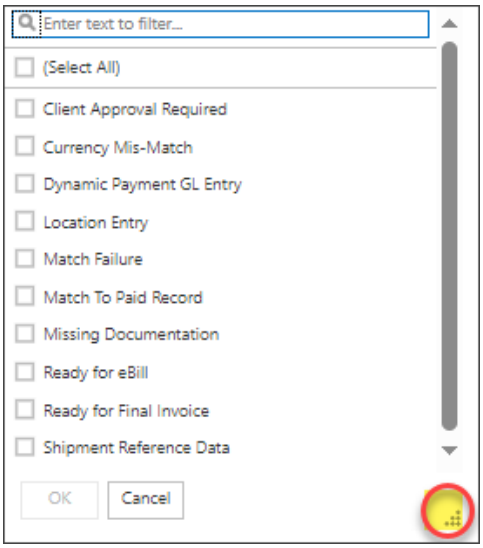
1. Click a column's *Filter* icon located next to the column heading, e.g. Resolution Form, to list all available criteria. The "*Retrieving Data*" message displays.

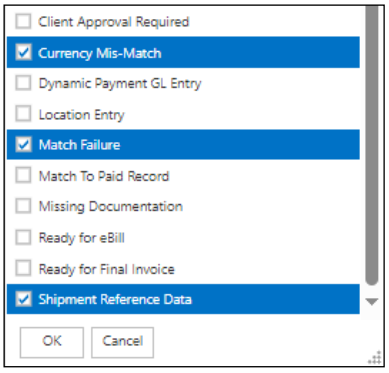
Example Showing All Values for the Resolution Form's Column



2. Select one of the following three options to select data values:

   a. Scroll through the list and click to select all applicable values, e.g. *Currency Mis-Match, Match Failure, etc.* then continue to **Step #3**.

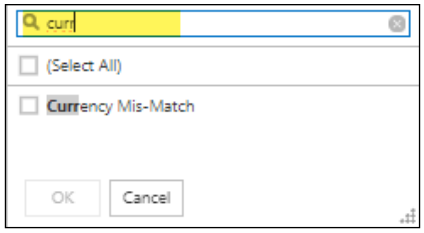


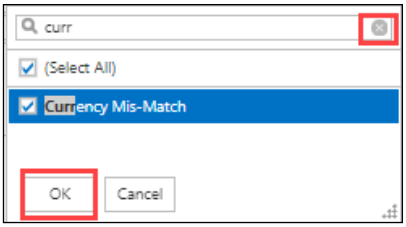


   NOTE: To view all values, use the scroll bar or drag the *Resize* icon to resize the list box.

   OR

   b. Enter alphanumeric characters in the Enter text to filter... *Find* field, *e.g. Curr*, to list only those values that match.

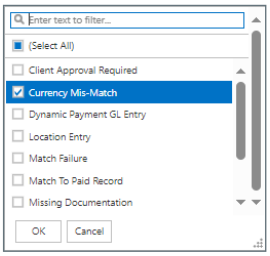




      i. Click to select each criterion, .

      ii. To see and select more values available in the same column, click *Delete* criteria icon, or continue to **Step #3**.

      The column's list of available criteria displays:



iii. Continue selecting applicable values or criteria, when finished go to **Step #3**.

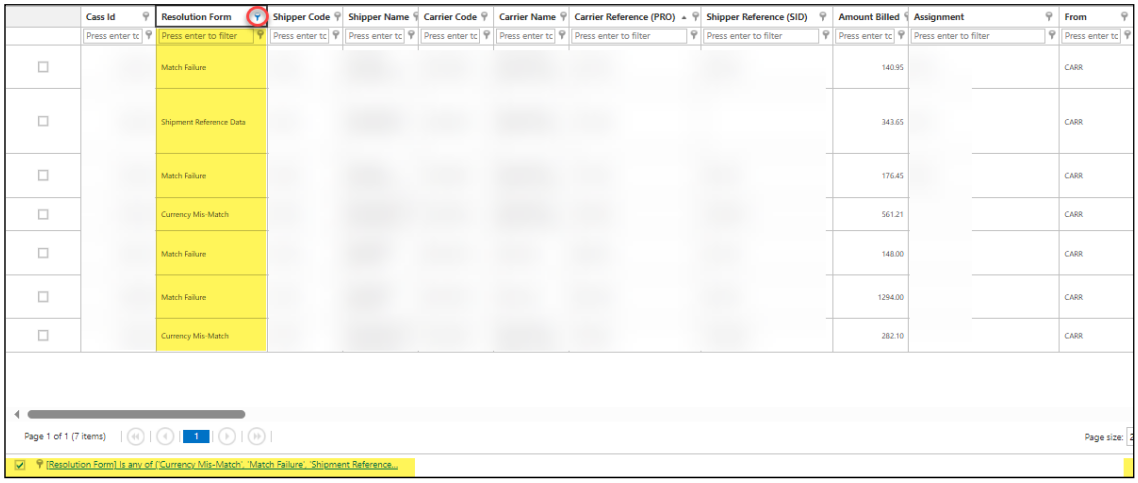
NOTE: Once an option is selected, the (Select All) box turns to "**blue**" indicating that at least one option is selected.

OR

c. Click the (Select All) to select all listed criteria, e.g., (Select All), and then deselect any values you want to deselect or exclude from the results. Continue to **Step #3**.

3. Click OK to display the matched records on the results grid.

Example of Results Based on 3 Selected Resolution Forms (Currency Mis-Match, Match Failure & Shipment Ref Data)



NOTES:

- When a filter is set, notice that the column heading's *Filter* icon changes to "***blue.***" This indicates that the records listed are based on the current filtering criteria.
- To remove the filter temporarily, click the checkbox located in the lower-left corner of the window, e.g. [Resolution Form] Is any of ('Currency Mis-Match', 'Match Failure', 'Shipment Reference... . You may reapply the filter at any time by clicking the checkbox.
- To clear or delete the filter criteria, click the Clear link located in the lower-right corner of the results window. The screen refreshes to display all records previously shown.
- All selections are automatically saved to your user profile. The next time you access Shipment Management, the saved selections are applied.
- If you want to learn more advanced filtering options that use Boolean logic (-AND- and -OR- statements), refer to ***"Appendix C: Advanced Filtering in Shipment Management"*** later in this document.

Moving & Resizing Columns

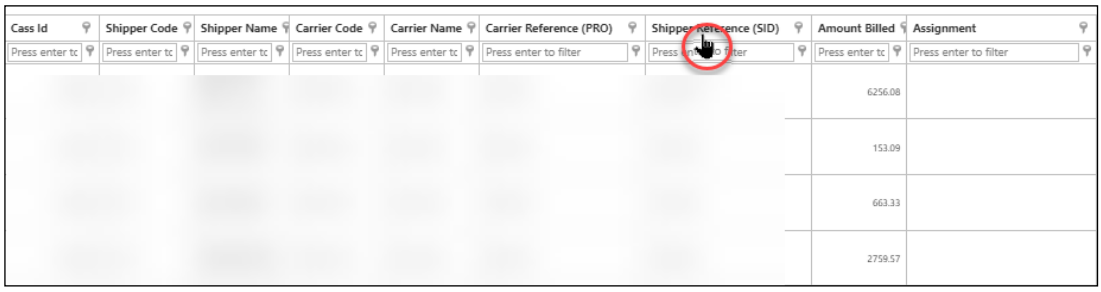
You can change the order of the columns that display on the grid, as well as resize their widths, if needed.

NOTES:

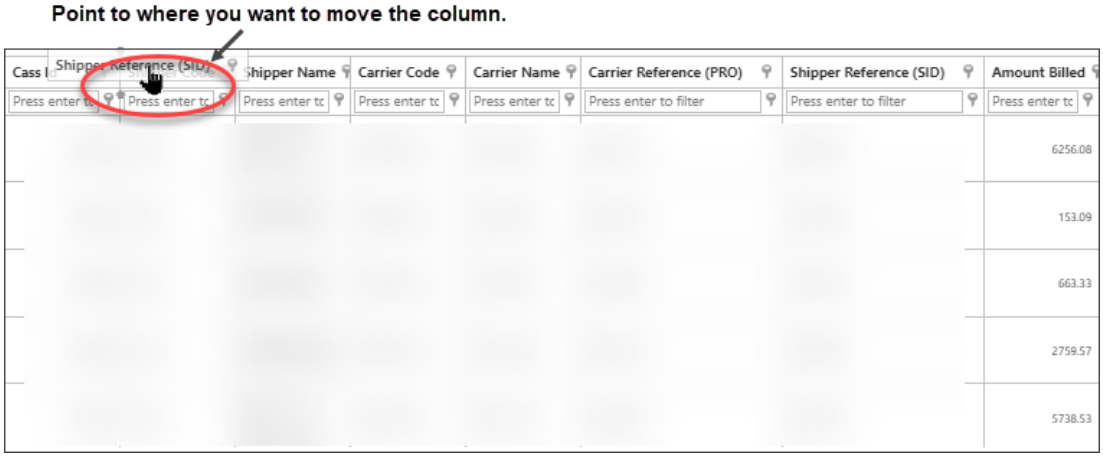
- Any columns moved are saved to your user profile settings; columns resized are not saved.
- To show or hide columns, you must use the *Customize Your View - Column Chooser* option.

Move a Column

1. Point to the column heading, *e.g. Shipment Reference (SID*.



2. Hold and drag the column heading to the desired location as indicated by the arrows shown above and below the column divider, i.e. *Shipper Reference (SID) will be moved between the Cass ID and Shipper Name columns*.



3. Release the mouse to drop column at the new location.

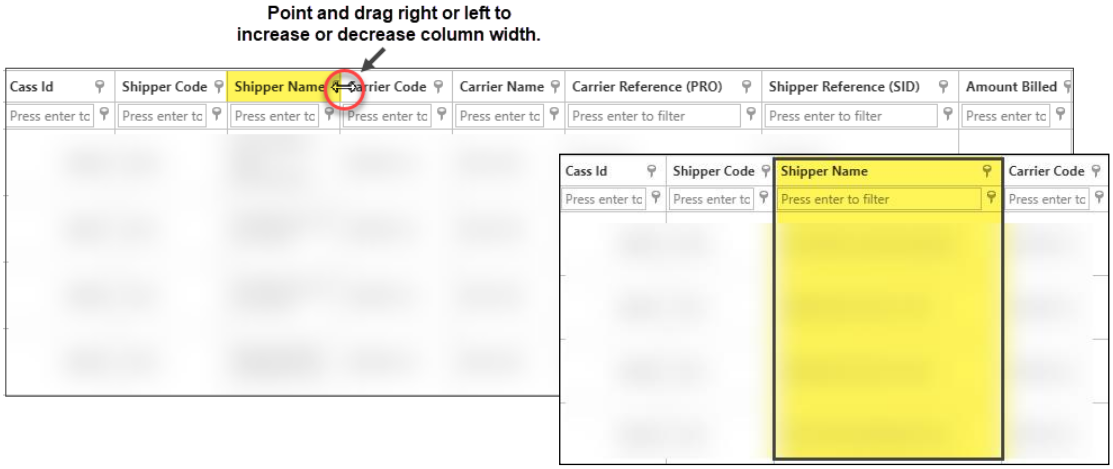
   NOTE: To return all columns to their default order, click Reset Layout . To move a few columns, either drag and drop a column back to their original order; alternatively, you may also use the *Customize Your View - Column Chooser* function to reorder the columns.

Resize a Column

1. Point to the *column divider* at the end of the column heading that you want to adjust; the ⟺ *Adjust Width* icon displays.

   NOTE: Your ⟺ *Adjust Width* icon may display differently than shown here since it is based on your mouse pointer settings.

   Examples of the Shipper Name Column's Default Width & Adjusted Column Width



2. Drag the column's ⟺ *Adjust Width* icon to the right to increase the width, or to the left to decrease it.

3. Release the mouse when finished.

   NOTE: To return all column widths to their default setting during the same session, click Reset Layout . Otherwise, column widths will automatically reset when you log out.

Appendices A-C: Shipment Management Options

These appendices provide information on options or functions available in Shipment Management that were not addressed earlier in this user guide. You may also refer to the ***"Shipment Management User's Guide"*** for these and other details.

Appendix A: Exporting Data

This appendix explains how to export data by clicking the

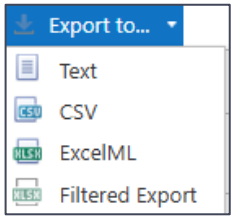
function located at the top of the screen.

Example of the "Export to" Function Shown in Toolbar

There are four options or formats available — *Text*, CSV, *ExcelML or Filtered Export (XLSX)*. Examples are shown in this section along with detailed steps. If you choose the first three options, *Text, CSV or ExcelML*, your data will be exported to a file that is based on a predetermined format and may contain additional details than what is available on the grid.

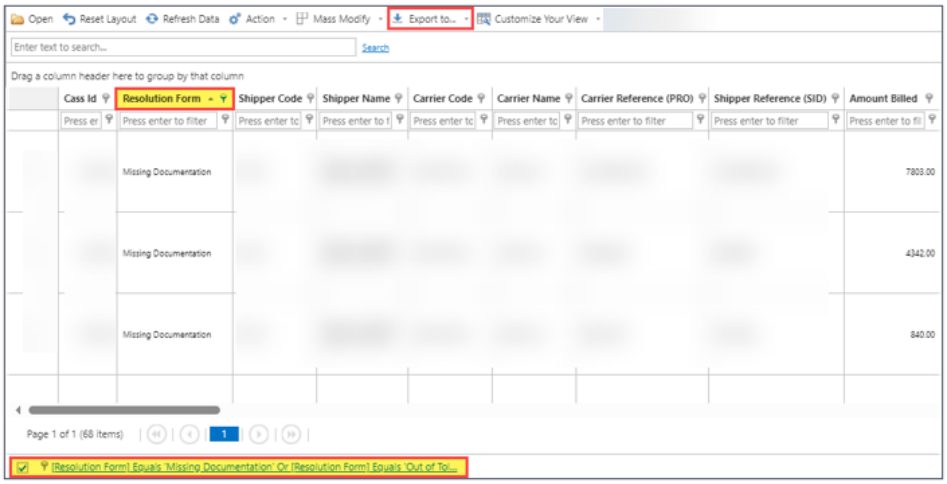
However, when you choose the *Filtered Export (XLSX)* option, all columns are formatted with a *Data Filter* icon. This allows you to efficiently filter the records by criteron in one or more columns and it mirrors the display of your grid (column selection/order). When you filter a column, it can help you analyze your records especially when a lot of data is exported.

Example of the "Export to" Menu Options



NOTE: All records listed on the grid will be exported, therefore, if you want to limit which records are exported, you should filter and/or search by the specific criteria first and then choose an *"Export to"* option.

1. Filter your records or search by a specific criterion as needed to list only those you want to export and review.



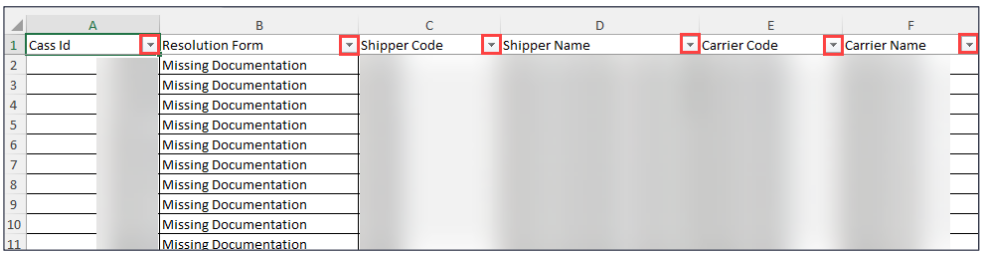
NOTE: In the example shown above, the user filtered by *Resolution Form* to list records containing the *Missing Documentation and Out of Tolerance* forms. There are 68 records.

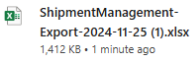
a. *Text* – to export the records in a text format which will need to be imported into a subsequent application (i.e. Excel) to do any further analysis. All records are downloaded in a somewhat raw form of the data and may contain additional detail than what is available on the grid (different columns and column order).

b. *CSV* – to export the data into a .csv format extension which can be easily imported into Excel; most of the time this format is automatically opened in Excel. All records are downloaded and may contain additional detail than what is available on the grid (different columns and column order).

c. *ExcelML* – to export records as an .xlsx file based on a predetermined format and may contain additional detail than what is available on the grid.

d. *Filtered Export* (XLSX) – to export records into a filtered .XLSX file (Excel) that is formatted exactly as shown on the grid, i.e. contain the same columns and column order, along with any applied filters, sorts, or groups. Each column has a *Data Filter* icon, e.g. Shipper Name.



2. Locate the downloaded data file and click to open in Excel, e.g. 

.

NOTES:

- Your Browser *(Google Chrome, Microsoft Edge, Firefox, etc.)* determines where the downloaded file name displays on your screen or can be accessed. For example, if you use Microsoft Edge, a "*Downloads*" pane may display or you can navigate to your PC's "*Downloads*" folder and click the most recent file name.
- Export file names are automatically named as *"Shipment Management-Export"* and includes the current date in *"YYYY-MM-DD"* format, *e.g., 2024-09-27*, and the .XLSX file extension.

Example of Records Exported to a Filtered Export (XLSX) File

	A	B	C	D	E	F
1	Cass Id	Resolution Form	Shipper Code	Shipper Name	Carrier Code	Carrier Name
2		Missing Documentation				
3		Missing Documentation				
4		Missing Documentation				
5		Missing Documentation				
6		Missing Documentation				
7		Missing Documentation				
8		Missing Documentation				
9		Missing Documentation				
10		Missing Documentation				
11		Missing Documentation				

NOTES:

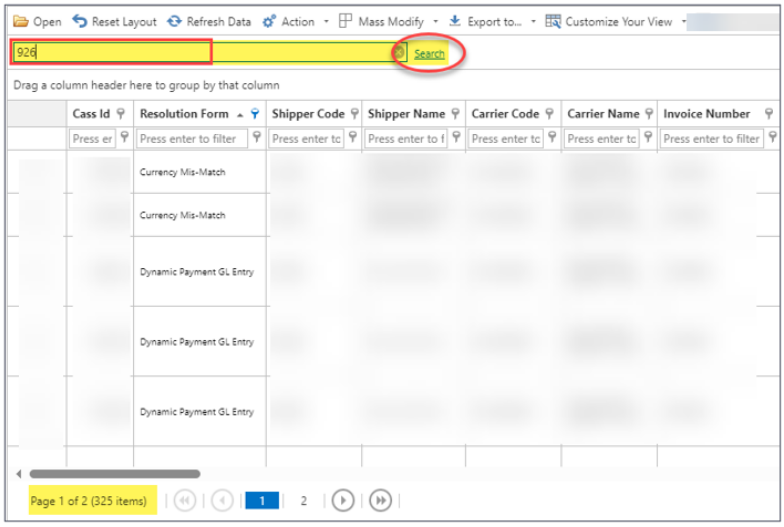
- Records are exported exactly as they were shown on the Shipment Management grid, *e.g. filtered by one or more column headings, or grouped by a column, etc.*
- Click a column heading's *Column Filter* icon to filter the column by one or more criteria to facilitate your review as needed.

3. Close and/or save the file; use the *"Save As"* option to save the file with a descriptive name.

Appendix B: Using Free-Form Search

The "*Free-Form" search* option, e.g. Enter text to search... Search, allows you to look for a text string located anywhere on the Shipment Management grid in any column and is not limited to specific words. You may enter a partial or complete text string to search for a specific record or a group of records. This search feature can save you time in finding and managing shipper invoices.

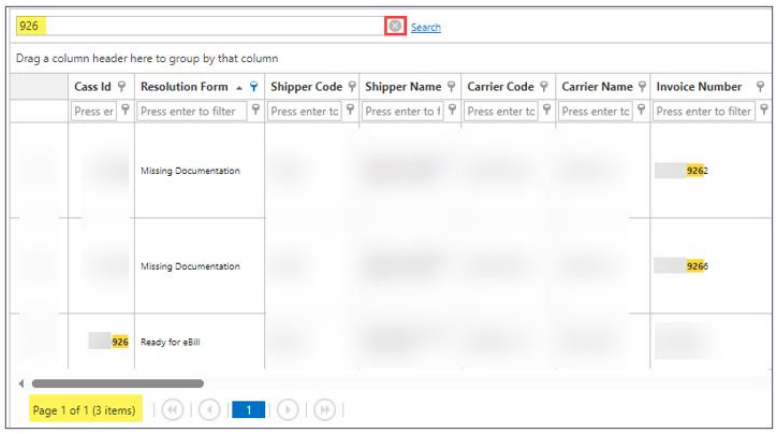
1. Click in the *Search* field Enter text to search... Search (located at the top of the window beneath the function buttons) and enter a partial or complete text string, e.g. 926 Search .



NOTE: In the example shown above, the user wants to find records that contain the "926" string located in any column.

2. Click Search or press **ENTER** to display the results.

Example of Search Results Showing Invoices Containing "926" Text String



NOTE: Three records/items were found, and the *"Invoice Number"* column was moved so that you can see the search results.

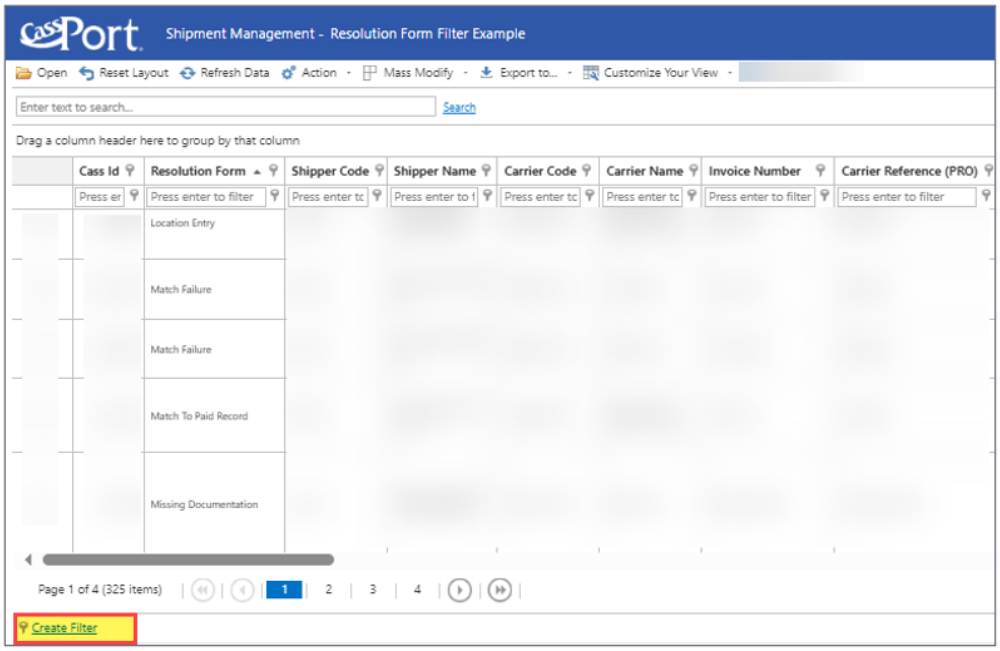
3. To remove or clear the search text string, click the in the *Search* field, *e.g.*, 926.

   The grid refreshes to display all records based on the previous filters, if any were applied.

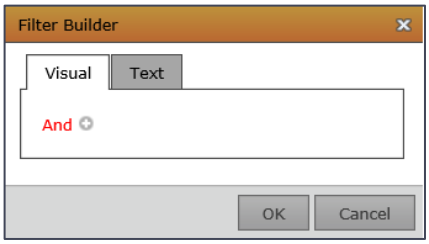
Appendix C: Advanced Filtering

The *Filter Builder* option can be accessed by clicking the Create Filter link shown in the lower left corner of the grid. It allows you to filter for records that require more complex logic than the other filtering methods by using Boolean logic statements, and conditions, such as *"Is Between"*, *"Does not Equal"*, *"Is Greater Than"*. For example, you may want to list records for a specific carrier that were last routed between a range of dates for one or two specific resolution forms.

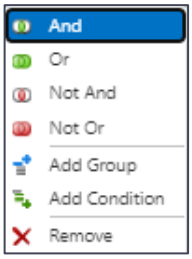
Example of the Create Filter Link Shown on the Shipment Management Grid



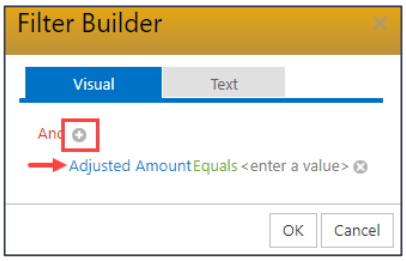
1. Click Create Filter to display the *Filter Builder* dialog box



NOTE: *Filter Builder* defaults to "*And*" conditions, which is applied to each expression; however, you may click the And link to choose a different option, e.*g.*, *Or*, *Not And*, *etc*.



2. Click the to display a *3-part expression*, as shown below.

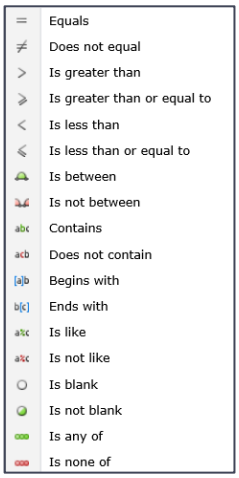


NOTE: The 3-part expression includes a *column heading*, *condition*, and *value*.

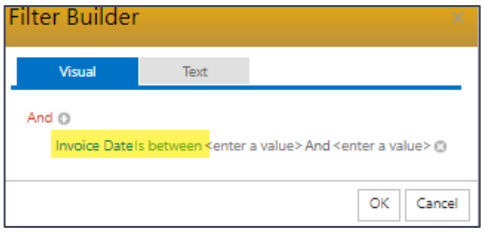
3. Click on each part (*column heading*, *condition* and *value*) to complete the expression as described below:

   a. *Column Heading* – select an applicable column heading, *e.g. Adjusted Amount, Bill Type, Invoice Date, Ship Date*. Notice that the column headings are listed alphabetically, A-Z.

   b. *Condition* – defaults to "*Begins with;*" click to select a different condition.



Example Showing "Invoice Date" and "Between" Selected as Column Heading and Condition

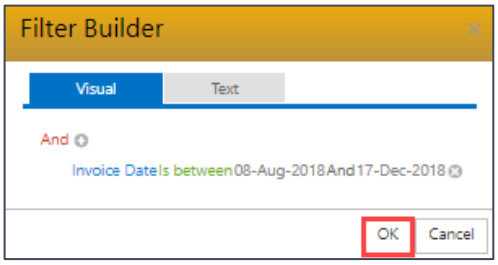


   c. *Value(s)* – click to select a value.

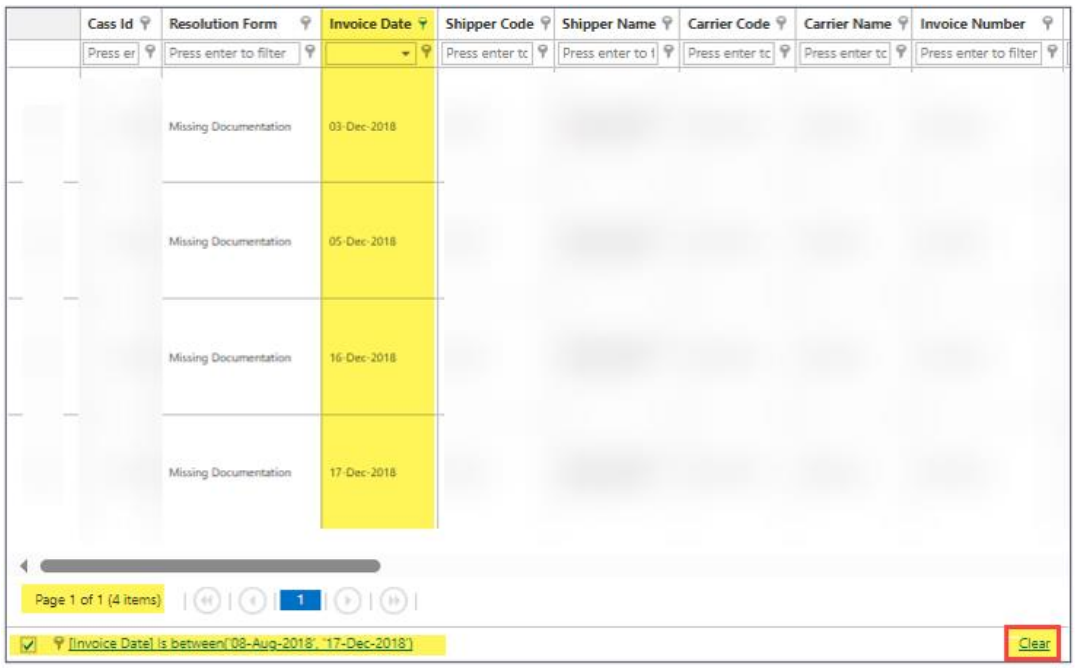
   NOTE: In this example, a popup calendar will display and the user can select a range of dates between Aug. 8, 2018, and Dec.17, 2018, e.g., Invoice Date Is between 08-Aug-2018 And 17-Dec-2018 .

4. Repeat ***Steps #2-3*** as needed.

5. Click OK to apply the filter or Cancel to exit filter builder.



The results grid is refreshed showing only records that match the filter.



NOTES:

- To temporarily remove the custom filter, click the filter's selection box to remove the checkmark, [Invoice Date] Is between('08-Aug-2018', '17-Dec-2018') . The filter is available until you exit Shipment Management.
- To clear the filter completely, click the Clear link located in the lower right corner of the grid.