



Module 5 - Freight Settlement (Invoicing)



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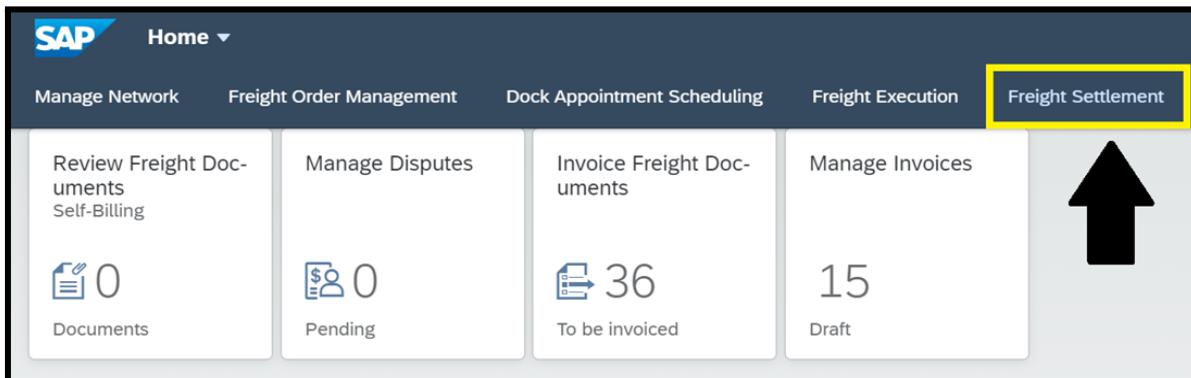
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Please refer to this procedure for the creation of invoices and for the management of billing disputes. The module related to invoicing is called « Freight Settlement » in LBN.

Freight Settlement Module (Invoicing)

1) In order to manage invoices in LBN, select the **Freight Settlement** Module from the Homepage. It is possible to submit an invoice for a Freight Order only when **all the events are updated** (including pick up).



2) Then click on the **Invoice Freight Documents** tile.



You will then notice that there are **4 different Tabs** when you are on the **Freight Documents** screen.

- **To be Invoiced**: refers to Freight Orders that are ready for billing.
- **Invoicing in Process**: refers to Freight Orders for which the invoice is being created, but not yet submitted.
- **Completely Invoiced**: refers to Freight Orders for which the invoice has successfully been submitted.
- **All**: is a combination of the three above (To be Invoiced, Invoicing in Progress, Completely Invoiced).



Creation of an invoice

3) In order to create an invoice, click on the **To be Invoiced** Tab and select the **Freight Order** that is ready for invoicing by checking the box on the left. The **selected Freight Order** will then be **highlighted in light blue** as shown below.

Ordering Party / Freight Document	Customer Account	Departure Date and Time	Arrival Date and Time
<input type="checkbox"/> LBN Shipper 7000000204		Mar 3, 2022, 12:00 AM CST	Mar 3, 2022, 3:31 PM MST
<input checked="" type="checkbox"/> LBN Shipper 7000000202		Mar 13, 2022, 11:00 PM CST	Mar 15, 2022, 8:21 PM EST

4) Then click on **Create Invoice** .

Ordering Party / Freight Document	Customer Account	Departure Date and Time	Arrival Date and Time	Invoicing Status	Departure Location	Arrival Location
<input checked="" type="checkbox"/> LBN Shipper 7000000202		Mar 13, 2022, 11:00 PM CST	Mar 15, 2022, 8:21 PM EST		CLINT	VALCO



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Invoice Details

5) Once you have selected the Freight Order and clicked on Create Invoice you can see the **Invoice details**. Under the **Invoice Details** Tab at the **top** you can see (a) the **Invoice #**, (b) the **Ordering Party**, **The Payment Terms**, the **Gross Invoice Amount** and the **Invoice Status**.

In this example, you can see the invoice is at the **Draft Status**, because the invoicing process is not completed.

The screenshot shows the SAP interface for creating an invoice. At the top, it says 'SAP Invoice'. Below that, the 'Invoice Details' tab is selected. The 'General Details' section contains the following information:

General Details	Gross Invoice Amount	Status
Ordering Party: LBN Shipper	919.70 USD	Draft
Payment Terms: N050		

Below the General Details, there are tabs for 'Charges', 'Business Partners', 'Notes', and 'Attachments'. The 'Invoice Details' tab is highlighted with a blue underline.

Under the **Invoice Details** Tab at the **bottom** of the screen you can see (a) the **Invoice #** again and the **Invoice Date**. You must change the invoice number for your own invoice/reference number. You may also change the Invoice Date.

Then to the right under **Administrative Data** you can see (b) the **date the invoice was created on**, by **whom it was created**, at what time it was changed and **who changed it**.

Last, you can see (c) the **Freight Order** linked to the Invoice and you can click directly on its number in blue which is a **link** to view the **Freight Document Details**.

The screenshot shows the SAP interface for creating an invoice. The 'Invoice Details' tab is selected. The 'General' section contains the following fields:

Invoice:	Your Reference#
Invoice Date:	Sep 29, 2022

The 'Administrative Data' section contains the following information:

Created On:	Sep 29, 2022, 3:06:25 PM
Created By:	emilie.morinbrunelli@brp.com
Changed On:	Sep 29, 2022, 3:06:25 PM
Changed By:	

The 'Items' section shows a table with the following data:

Freight Document	Details	Departure Location	Arrival Location	Gross Amount
7200000950		FOX LAKE	DIXON	1,500.00 CAD

A yellow arrow points to the '7200000950' entry in the 'Freight Document' column, indicating it is a link to view Freight Document Details.



6) Now to see the **charges details**, click on the **Charges** Tab. In the first column displayed you see the name of the charge.

In this example below we see **3 different charges**. The first two types of charges (Base Charge & Percentage Fuel Charge) are **standard** to any Freight Order. They will always appear under the Charges Tab. The third one (Administration Fee) falls into the category of **accessorial fees** and is not standard to each Freight Order.

- **Base Charge (Line Haul)**
- **Percentage Fuel Charge**
- **Administration Fee**

The screenshot shows the SAP Invoice interface. At the top, there is a header with a back arrow, the SAP logo, and the word 'Invoice' with a dropdown arrow. Below the header, the invoice number '7000000204' is displayed. Under 'General Details', it shows 'Ordering Party: LBN Shipper' and 'Payment Terms: N050'. The 'Gross Invoice Amount' is listed as '919.70 USD' and the 'Status' is 'Draft'. Below these details, there are tabs: 'Invoice Details', 'Charges' (which is highlighted with a yellow box), 'Business Partners', 'Notes', and 'Attachments'. The 'Charges' tab is selected, and a sub-section for 'Freight Order 7000000204' is expanded. This sub-section contains three rows of charge details, each with a yellow box around the 'Charge Description' column. The data is as follows:

Charge Description	Charge Type (Transportatio...)
Base Charge (BASE_CHARGE)	TM_BASIC
Percentage Fuel Charge (FUEL_PERCENT)	TM_FUEL
Administration Fee (ADMIN_FEE)	TM_ADD_STOP



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If we look more into **details**, there are 4 main columns on this screen.

- a) Charge type description
- b) Rate per standard mile or percentage
- c) Total Standard Mile for that Freight Order
- d) Total amount for each charge type

→ Please note that you can **download** your invoice in **Excel** or Delete it at this point (see arrow below).

Charge Description	Charge Type (Transportatio...	Rate Amount/Unit	Quantity	Final Amount
Freight Order 7000000204	TM_BASIC	1.00 USD /1.00 SMI	550.44 SMI	550.44 USD
Base Charge (BASE_CHARGE)	TM_FUEL	0.58 USD /1.00 SMI	550.44 SMI	319.26 USD
Percentage Fuel Charge (FUEL_PERCENT)	TM_ADD_STOP	50.00 USD		50.00 USD
Administration Fee (ADMIN_FEE)				

At this stage, if we go back to the initial page of this Module we would find this Invoice under the **Invoicing in Process Tab** because we clicked on **Create an Invoice** (previous step # 3, page 4), but we have **not submitted it**.

Now at this point, if you **agree** with the **Final Amount** listed in **column d** as shown below. Click on **Submit**. Your invoice will then be submitted and would be listed under the **Completely Invoiced Tab**.

→ You can also click on **Save**, if you want to save your invoice only.

However, if you **do not agree** with the rates you can **dispute** them. This will be documented at step # 6 and starting at page 11 of this document.

Final Amount
919.70 USD
550.44 USD
319.26 USD
50.00 USD

Submit Save Cancel



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→ It is possible to add a **note manually** that can be used for your own internal reference. This note will not be transmitted to the shipper. Only you can view this note.

Click on the Notes tab as shown below. Then click save if you want to save your memo only. Otherwise, you can click on submit to submit both your memo and your invoice at the same time.

The screenshot shows a software interface for managing invoices. At the top, there are tabs: 'Invoice Details', 'Charges', 'Business Partners', 'Notes' (which is highlighted with a yellow box), and 'Attachments'. Below the tabs is a text input field with the placeholder text: 'Enter additional information about the invoice here. It will be saved when you save or submit the invoice.' To the right of this field, it says '1023 characters remaining'. Underneath the input field, it says 'No notes are available'. At the bottom right of the notes section, there is a downward-pointing arrow. At the very bottom of the interface, there are three buttons: 'Submit' (blue), 'Save' (yellow, highlighted with a yellow box), and 'Cancel' (blue).



Adding an additional charge to the invoice

7) In order for you to add **tax** amount or any **additional charges**. Click on **Add** located to the far right beside the Final Amount column.

Charge Description	Charge Type (Transportatio...	Rate Amount/Unit	Quantity	Final Amount	Add
Freight Order 7000000204				919.70 USD	Add
Base Charge (BASE_CHARGE)	TM_BASIC	1.00 USD /1.00 SMI	550.44 SMI	550.44 USD	
Percentage Fuel Charge (FUEL_PERCENT)	TM_FUEL	0.58 USD /1.00 SMI	550.44 SMI	319.26 USD	
Administration Fee (ADMIN_FEE)	TM_ADD_STOP			50.00 USD	

Quantity	Final Amount	Add
550.44 SMI	550.44 USD	
550.44 SMI	319.26 USD	
	50.00 USD	

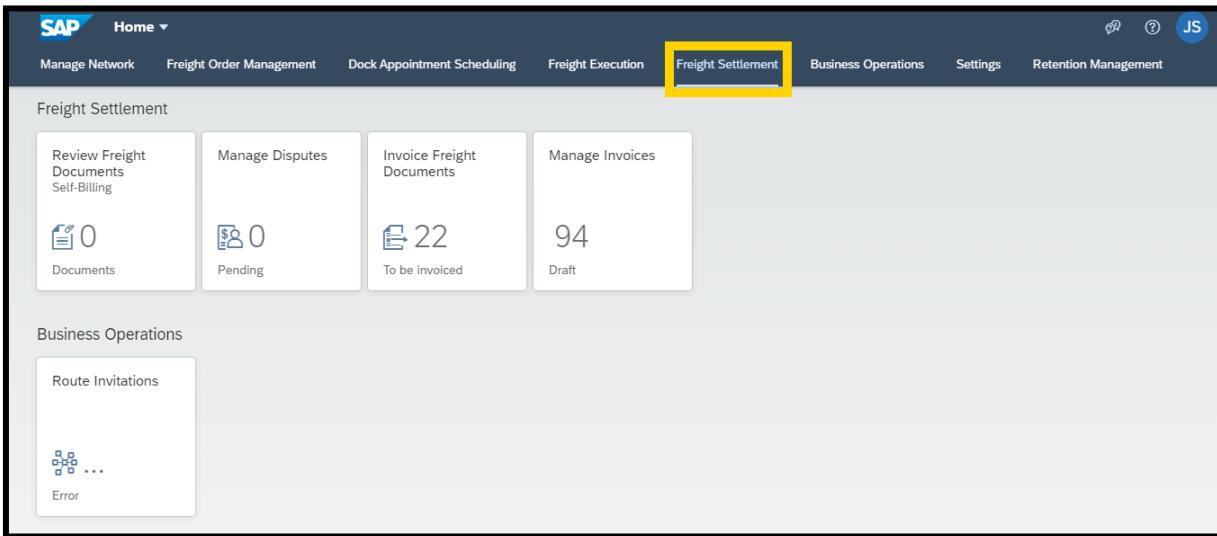
After that you can choose from **Adding a Charge** or a **Tax** amount.

Quantity	Final Amount	Add
550.44 SMI	550.44 USD	
550.44 SMI	319.26 USD	
	50.00 USD	

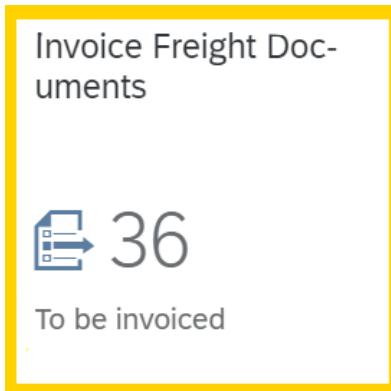


How to add a tax amount

- 1) Click on the Freight Settlement module.



- 2) Next, click on the **Invoice Freight Documents** tile.





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3) In the top header, add the **Freight Document** number or scroll down to find your Freight Document. Click on the Freight Document (anywhere inside the white rectangle area).

The screenshot shows the SAP Freight Documents interface. At the top, there is a search bar with fields for 'Freight Document', 'Departure Date', 'Arrival Date', 'Arrival Location', 'Customer Account', and 'Reference Documents'. Below the search bar, there are filter buttons: 'All (256)', 'To be Invoiced (23)', 'Invoicing In Process (98)', and 'Completely Invoiced (135)'. The 'To be Invoiced (23)' button is selected. The main area displays a table of 'Invoice Freight Documents'. One document is highlighted with a yellow box and has an orange warning message: '⚠ Gross amount is zero'. The table columns include: Ordering Party / Freight Document, Customer Account, Departure Date and Time, Arrival Date and Time, Departure Location, Arrival Location, and Total Amount.

4) Click on the **Create Invoice** button.

The screenshot shows the SAP Freight Document Details screen for 'LBN Shipper'. At the top, there is a 'Create Invoice' button highlighted with a yellow box and an arrow pointing to it. Below the button, there is a 'General Details' section showing: Freight Document: 7000006850, Contact Details: LBN Shipper, and Delivery Date: Jun 30, 2022, 5:29 PM America/Chicago. The 'Information' tab is selected. The 'General' section shows: Total Distance: 306.16 KM. The 'Departure Location' and 'Arrival Location' sections show: Date and Time: Jun 30, 2022, 12:30 PM America/Chicago and Jun 30, 2022, 5:29 PM America/Chicago respectively.



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5) Click on the **Charges** tab and **Add a Tax**.

The screenshot shows the SAP Invoice interface. The 'Charges' tab is selected. A table lists charges with columns for Charge Description, Charge Type, Rate Amount/Unit, Quantity, Final Amount, and a delete icon. A yellow box highlights the 'Add' button in the top right of the table area, and an arrow points to the 'Tax' option in the dropdown menu that appears when it is clicked.

→ Here are the only authorized "Charge Description" and the corresponding "Rate Amount":

Charges Description	Rate Amount/Unit
GST	5.00%
HST	13.00%
HST	15.00%
PST	6.00%
PST	7.00%
QST	9.975%



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The screenshot shows a SAP Fiori application for freight settlement. At the top, there is a header with the SAP logo, a back arrow, and a dropdown menu labeled 'Invoice'. On the right, there are buttons for 'Download/Upload Invoice' and 'Delete'. Below the header, the invoice number '1657130892577' is displayed. Under 'General Details', it shows 'Ordering Party: LBN Shipper', 'Gross Invoice Amount: 717.45 USD', and 'Status: Draft'. There are tabs for 'Invoice Details', 'Charges' (which is selected), 'Business Partners', 'Notes', and 'Attachments'. A toolbar with up and down arrows is located above the charges table. The 'Charges' table lists the following data:

Charge Description	Charge Type (Transportati...)	Rate Amount/Unit	Quantity	Final Amount	
Freight Order 7000006850				717.45 USD	Add
GST Tax Charge	GST	5.00 %		0.00 USD	Remove
Base Charge (BASE_CHARGE)	TM_BASIC	2.14 USD /1.00 SMI	190.24 SMI	407.11 USD	Remove
Percentage Fuel Charge (FUEL_PERCENT)	TM_FUEL	0.58 USD /1.00 SMI	190.24 SMI	110.34 USD	Remove
Administration Fee (ADMIN_FEE)	TM_ADD_STOP	100.00 USD		200.00 USD	Remove

At the bottom right of the table are buttons for 'Submit', 'Save', and 'Cancel'.

In this example above, we are using a GST charge and a 5 % rate amount.

- 6) The **Final Amount** needs to be manually calculated by you. In this example above, the Final Amount is 35,87 \$ (5 % of 717,45 \$). Also, the amount needs to have **2 decimals** after the comma.

A modal dialog box is shown with the title 'Final Amount'. It displays the value '717.45 USD' and a text input field containing '35,87 U...'. The input field is highlighted with a yellow border.

- 7) Once the Final Amount has been manually entered. Click on **Submit**.

A button bar with three buttons: 'Submit' (highlighted in blue), 'Save', and 'Cancel'.



Adding an unexpected charge to the invoice

1) To add an **Unplanned charge**, click on **Add** and select **Charge** (previous screen). Then a new screen will appear and click on this icon  located under the Freight Order Number.

Charge Description	Charge Type (Transportatio...	Rate Amount/Unit	Quantity	Final Amount	
Freight Order 7000000204				919.70 USD	Add 
Unplanned Charge		0.00 USD		0.00 USD	
Base Charge (BASE_CHARGE)	TM_BASIC	1.00  USD /1.00 SMI	550.44 SMI	550.44 USD	
Percentage Fuel Charge (FUEL_PERCENT)	TM_FUEL	0.58  USD /1.00 SMI	550.44 SMI	319.26 USD	
Administration Fee (ADMIN_FEE)	TM_ADD_STOP	50.00  USD		50.00 USD	

2) Then a drop-down **list of Unplanned Charges** will show-up. Click on the charge that applies from the pre-existing list or use the **Search bar**.

Charge Types		
<input type="text" value="Search"/> 		
Description	Charge Code (SAP Logistics Business Network)	Charge Type (Transportation System)
Administration Fee	ADMIN_FEE	TM_CARBON
Deadhead (excess shipment miles)	DEADHEAD	TM_DEADHEAD
Administration Fee	ADMIN_FEE	TM_FERRY
Administration Fee	ADMIN_FEE	TM_WHALES_PROTE
Dangerous Goods Fee	DGFEE	TM_DG
Administration Fee	ADMIN_FEE	TM_TONU
Administration Fee	ADMIN_FEE	TM_DAMAGE
Layovers	LAYOVERS	TM_LAYOVER
Special Equipment	SPECIAL_EQUIP	TM_FORKLIFT
Administration Fee	ADMIN_FEE	TM_TAX
Waiting Charges	WAITING_CHARGES	TM_WAITING
Administration Fee	ADMIN_FEE	TM_OTHER_ACC
Administration Fee	ADMIN_FEE	TM_DETOUR
Administration Fee	ADMIN_FEE	TM_DVR_ASSIST

★ Please see below the list of all these Unplanned Charges and their definition.



Unplanned Charges

Charge Type	Definition
Administration Fee (Additional Stop)	These charges typically occur when a shipment has two or more destinations, requiring a driver to make several stops along the way. Multi-stop loads sometimes cause delays because each destination could have hiccups.
Administration Fee (Carbon)	Shipments are subject to a carbon tax due to environmental emissions.
Deadhead (excess shipment miles)	Deadheading often happens when a carrier returns or backhauls the empty cargo container to the point of origin.
Administration Fee (Ferry)	Shipments that use a ferry for movement are subject to fees.
Administration Fee (Whales Protection)	Shipments that cross whale populated zones are subject to fees, due to whale protection laws.
Dangerous Goods Fee	Hazardous Materials (HazMat) are properly documented during transport. This includes extra paperwork and added risk, which the carrier adds accessorial charges for.
Administration Fee (TONU)	If a load falls through after a predetermined cut-off time or a truck is canceled after such time, you may be charged a fee. A Truck Ordered Not Used (TONU) fee can occur due to requesting the wrong type of equipment or a shipment not being ready on the expected date.
Administration Fee (Damage)	Any type of damage done to the vehicle will result in some extra charges.
Layovers	A charge will apply if the truck is unable, for whatever reason, to be unloaded/loaded during its slated delivery day. Similar to a redelivery, a layover can mean the loss of an entire day's worth of productivity and will have a domino effect on their ability to earn.
Special Equipment	Shipments that require special equipment are subject to fees.



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Administration Fee (Tax)	Shipments are subject to taxes.
Waiting Charges	A trucking wait fee is assessed by the trucker if the amount of free waiting time expires.
Administration Fee (Other accessorial)	This category can be used for other accessorial charges.
Administrative Fee (Detour)	If upon arrival at a shipper or receiver, the carrier is told to drive to a different location, then divergent miles may be charged. There will typically be a ceiling mileage of which the carrier is willing to drive, but if surpassed they need to accommodate for fuel and lost time.
Administrative Fee (Driver Assistance)	A shipment that requires the driver's assistance for other tasks such as unloading the truck will be subject to fees.



3) Once you have selected the **Charge** enter the **Rate** manually. In this example, we are adding **200,00 USD\$** in **Waiting Charges**.

Below, we can see the **Charge Description** (Waiting Charges), the **Rate Amount/Unit** (200,00\$) and the **Final Amount** that was automatically updated. The rate went from 919,70\$ USD to 1119,70\$ USD.

Charge Description	Charge Type (Transportatio...	Rate Amount/Unit	Quantity	Final Amount
Freight Order 7000000204	TM_WAITING	200.00 USD		1,119.70 USD
Waiting Charges	TM_WAITING	200.00 USD		200.00 USD
Unplanned Charge				
Base Charge (BASE_CHARGE)	TM_BASIC	1.00 USD /1.00 SMI	550.44 SMI	550.44 USD
Percentage Fuel Charge (FUEL_PERCENT)	TM_FUEL	0.58 USD /1.00 SMI	550.44 SMI	319.26 USD
Administration Fee (ADMIN_FEE)	TM_ADD_STOP	50.00 USD		50.00 USD

4) Then click the **Save** button to save the invoice as a draft or click **Submit** when you are ready to submit it. You can also click on **Cancel** to abort the creation of the invoice.

Quantity	Final Amount	
	1,119.70 USD	Add ▾
	200.00 USD	✖
550.44 SMI	550.44 USD	✖
550.44 SMI	319.26 USD	✖
	50.00 USD	✖

Submit Save Cancel

Note 1: Tax addition will not generate a Dispute but any Additional charges will generate a Dispute that will need to be reviewed and approved by the Carrier Management team.

Note 2: Carrier Management Team will approve dispute charges within **24 to 48 hours working days**.



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Dispute an invoice

- 1) To dispute an **invoice** you must click on the **Freight Settlement** Module. Then on the **Invoice Freight Documents** tile as shown at step# 1 and 2 of page 3.
- 2) Select the **Freight Order** from the **To be Invoiced** tab.
 - Throughout the upcoming example, we will be showing the invoice dispute process by adding a layover charge.

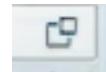
The screenshot shows the SAP Freight Settlement module. The top navigation bar includes 'Freight Documents' and 'Standard'. Below the navigation are search fields for 'Freight Document', 'Departure Date', 'Arrival Date', 'Arrival Location', and 'Customer Account'. A 'Reference Documents' field and a 'Customer Account' dropdown are also present. A filter button 'Adapt Filters' is on the right. Below these are three tabs: 'All (118)', 'To be Invoiced (50)' (which is selected), and 'Invoicing in Process (23)'. A 'Create Invoice' and 'Create Collective Invoice' button are located at the top right of the list area. The main table lists five Freight Orders. The second entry, 'LBN Shipper 7000000395', is highlighted in blue, indicating it is selected. The table columns include 'Ordering Party / Freight Document', 'Customer Account', 'Departure Date and Time', 'Arrival Date and Time', 'Departure Location', 'Arrival Location', and 'Total Amount'.

- 3) Once the Freight Order is **selected** and **highlighted in blue**, click again anywhere in the FOs rectangle and after click on **Create Invoice**.

The screenshot shows the 'Freight Document Details' screen for LBN Shipper (7000000395). The top navigation bar includes 'Freight Document Details'. The main area displays 'General Details' for the Freight Document, including the Freight Document Number (7000000395), Freight Document Amount (\$552,188.00 USD), Invoiced Amount (0.00), and Invoice Status (To be invoiced). Below this are tabs for 'Information', 'Cargo', 'Stages', 'Charges', 'Business Partners', 'Notes', and 'Attachments'. A 'Create Invoice' button is located in the top right corner of the main area, highlighted with a yellow box and a large black arrow pointing to it.

- 4) Then you need to click on the **Charges** Tab and click on **Add** and select **Charge**.

The screenshot shows the 'Invoice' screen for Freight Order 7000000395. The top navigation bar includes 'Invoice'. The main area shows 'General Details' for the invoice, including the Ordering Party (LBN Shipper), Gross Invoice Amount (\$552,188.00 USD), and Status (Draft). Below this are tabs for 'Invoice Details', 'Charges' (which is selected and highlighted with a yellow box), 'Business Partners', 'Notes', and 'Attachments'. The 'Charges' tab displays a table with columns: Charge Description, Charge Type (Transport...), Rate Amount/Unit, Quantity, and Final Amount. A 'Charge' button is located in the bottom right corner of the 'Charges' table area, highlighted with a yellow box and a large black arrow pointing to it.





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5) Once you have selected Charge (previous step) click on this icon

located below the **Freight Order number** as shown in the example below, in order to select the **charge description** that better fits the situation. As mentioned previously, in this example we chose a **layover fee** and we are adding an amount of **350,00\$ USD** to the current invoice.

6) Once you have entered all of the additional charges click on **Submit**.

Charge Description	Charge Type (...	Rate Amount/...	Quantity	Final Amount
Freight Order 7000000395	LAYOVERS	TM_LAYOVER	350.00	350.00 USD
Unplanned Charge				
Base Charge (BASE_CHARGE)	TM_BASIC	1...	424.76 SMI	552.18...

Transportation Charges

Line Number: 30
Charge Description: Layovers
Calculation Method:
Payment Terms: N050
Logistical Reference:

> Calculation Basis
> Exchange Rates

Submit Save Cancel

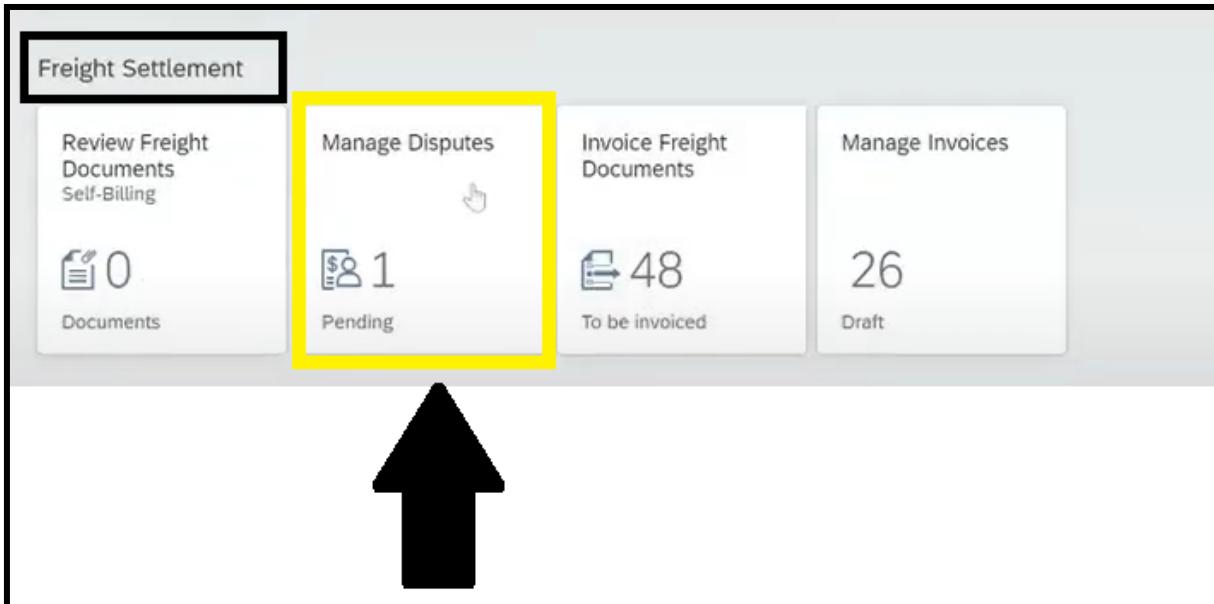
Once a charge has been manually added and submitted, it will send a **notification** to the **Carrier Management Team**.

- If the Carrier Management Team **accepts** the additional charge then the invoice will be generated and updated without further delays.
- If the Carrier Management Team **rejects** the additional charge it will create a **Dispute**. They can either reject the charge entirely or suggest another rate.

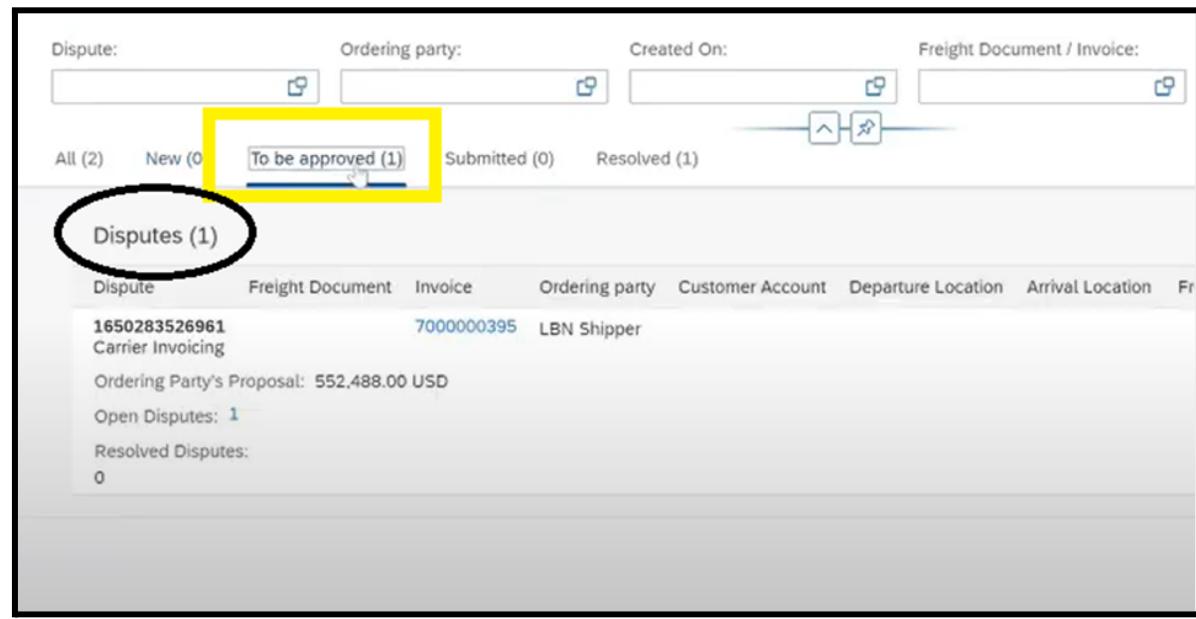


In the provided example, the Carrier Management Team is **rejecting** the layover fee of 350,00\$ USD by **proposing an alternative rate**.

7) In this case, you will need to select the **Manage Disputes** tiles from the **Freight Settlement** Module.



8) After click on the **To be approved** Tab and you will see the Invoice Disputes. In this demonstration, we only have 1 pending dispute.





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9) Once you have clicked on the **To be approved** Tab. You need to click on the Dispute itself and another screen will be displayed and you will see the **dispute's details**.

Below we can see the **350,00\$ USD** we had originally added as a Carrier and the **Ordering Party's proposal of 300,00\$ USD**.

Charge Description	Charge T...	Status	Rate Amount/Unit	Quantity	Final Amount	Dispute ...
Freight Order 7000000395					552,538.00 USD	
Base Charge (BASE_CHARGE)	TM_BASIC		1,300.00 USD /1.00 SMI	424.76 SMI	552,188.00 USD	
Layovers (LAYOVERS) Unplanned Charge	TM_LAYOVER	Disputed by ordering party	350.00 USD Ordering party: 300.00 USD		350.00 USD Ordering party: 300.00 USD	Unplanned Cost ✓

Disputed by ordering party

350.00 USD
Ordering party: 300.00 USD

10) In this example, we are to **accept** the rate proposal offered by the ordering party. We will then change the **Rate Amount to 300,00\$ USD manually** and press **Submit** when done.

Charge Description	Charge T...	Status	Rate Amount/...	Qua...	Final Amount	Disp...	Transportation Charges
Freight Order 7000000395					552,488.00 USD		<p>Line Number: 30 Charge Description: Layovers Calculation Method: Payment Terms: N050 Logistical Reference: Invoice Final Amount: 350.00 USD</p> <p>Calculation Basis</p>
Base Charge (BASE_CHARGE)	TM_BASIC		1,300.00 USD /1.00 SMI	424.76 SMI	552,188.00 USD		
Layovers (LAYOVERS) Unplanned Charge	TM_LAYOVER	Disputed by carrier	300.00 USD Ordering party: 300.00 USD		300.00 USD Ordering party: 300.00 USD	Unplanned Cost	<p>Submit</p> <p>Save</p> <p>Cancel</p>

Now we can see that the **Status** went from **Disputed by Carrier** to **Accepted by carrier**. The invoice would now be treated as per the regular process but **will need to be re-submitted** (see next page for more details).

Charge Description	Charge Type (...)	Status	Rate Amount/Unit	Quantity	Final Amount	Dispute Reason
Freight Order 7000000395					552,488.00 USD	
Base Charge (BASE_CHARGE)	TM_BASIC		1,300.00 USD /1.00 SMI	424.76 SMI	552,188.00 USD	
Layovers (LAYOVERS) Unplanned Charge	TM_LAYOVER	Accepted by carrier	300.00 USD Ordering party: 300.00 USD		300.00 USD Ordering party: 300.00 USD	Unplanned Cost



Key Elements to consider to ensure freight document is completely invoiced

★ Subsequent invoice:

If you forget to submit a charge to your initial freight invoice that has already been submitted. You must send this subsequent invoice via **email** at otdfinance@brp.com.

★ Managing Disputes:

As mentioned previously (page 17 of this document), any **Additional charges** will generate a **Dispute** that will need to be reviewed and approved by the Carrier Management team.

In fact, when an invoice is submitted from the carrier, **the system will check the invoice against the freight document**. If it catches any **inconsistencies**, the system will create a dispute and will inform the ordering party (BRP) accordingly.

As a result, the Carrier Management team can either:

- a) **Approve by accepting the charge entirely.** In that case, the invoice will be submitted without further delays and no action is required from the carrier.
- b) **Approve partially or completely reject and engage in dialog/negotiation** with the carrier with the objective of reaching an agreement. In that case, **actions are required** from the carrier.

→ See next page for full details



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When the negotiation is over and both parties have come to an **agreement**. The dispute is resolved, but the invoice still needs to be re-submitted on the carrier side.

The **Dispute Status** will be **Submitted for confirmation** as shown below.

The screenshot shows the SAP Dispute Details screen for invoice 1671476324776. The 'Carrier's Proposal' and 'Ordering Party's Proposal' fields both show 2,600.00 CAD. The 'Dispute Status' is highlighted with a yellow box and labeled 'Submitted for confirmation'. The 'Charges' tab is selected, showing a table of charges for a Freight Order. One charge is marked as 'Accepted by carrier' (green box) and another is marked as 'Ordering party: 300.00 CAD' (yellow box). The table includes columns for Charge Description, Charge Type, Status, Rate Amount/Unit, Quantity, Final Amount, and Dispute Reason.

Charge Description	Charge Type (Transportation System)	Status	Rate Amount/Unit	Quantity	Final Amount	Dispute Reason
Freight Order 7000010604					2,600.00 CAD	
Base Charge (BASE_CHARGE)	TM_BASIC		2,000.00 CAD		2,000.00 CAD	
Percentage Fuel Charge (FUEL_PERCENT)	TM_FUEL		300.00 CAD		300.00 CAD	
Waiting Charges (WAITING_CHARGES)	TM_WAITING	Accepted by carrier	300.00 CAD		300.00 CAD	
Unplanned Charge			Ordering party: 300.00 CAD		Ordering party: 300.00 CAD	Unplanned Cost

The screenshot shows the SAP Manage Disputes screen in Standard view. The 'Resolved (6)' tab is highlighted with a yellow box. The table below shows disputes with columns for Dispute, Freight Document, Ordering Party, Customer Account, Departure Location, Arrival Location, Freight Document Amount, Carrier's Proposal, Ordering Party's Proposal, and Resolved Disputes. An arrow points to the 'Invoice' column, which contains the value '700001 0604'.

You will need to **finalize the invoicing process**. Click on the back button as shown to the left in the yellow box or select the **Manage Disputes** app via the Homepage.

Then click on the **Resolved tab** and select the invoice number (blue link).

The screenshot shows the SAP Manage Disputes screen with the 'Resolved' tab selected. The table below shows disputes with columns for Dispute, Freight Document, Ordering Party, Customer Account, Departure Location, Arrival Location, Freight Document Amount, Carrier's Proposal, Ordering Party's Proposal, and Resolved Disputes. An arrow points to the 'Invoice' column, which contains the value '700001 0604'.



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You can now see that the Invoice status is **Ready for submission**.

To re-submit the invoice, press on the **Submit** button located at the bottom of the page as show below.

The screenshot shows the SAP Invoice interface. At the top, the SAP logo and 'Invoice' dropdown are visible. The invoice number '7000010604' is displayed. In the 'General Details' section, the 'Status' is shown as 'Ready for submission' within a yellow box. Below this, there are tabs for 'Invoice Details', 'Charges' (which is selected and highlighted with a blue underline), 'Business Partners', 'Notes', and 'Attachments'. The 'Charges' table lists various freight charges:

Charge Description	Charge Type (Transportation System)	Rate Amount/Unit	Quantity	Final Amount
Freight Order 7000010604				2,600.00 CAD
Base Charge (BASE_CHARGE)	TM_BASIC	2,000.00 CAD		2,000.00 CAD
Percentage Fuel Charge (FUEL_PERCENT)	TM_FUEL	300.00 CAD		300.00 CAD
Waiting Charges (WAITING_CHARGES)	TM_WAITING	300.00 CAD		300.00 CAD
Unplanned Charge				

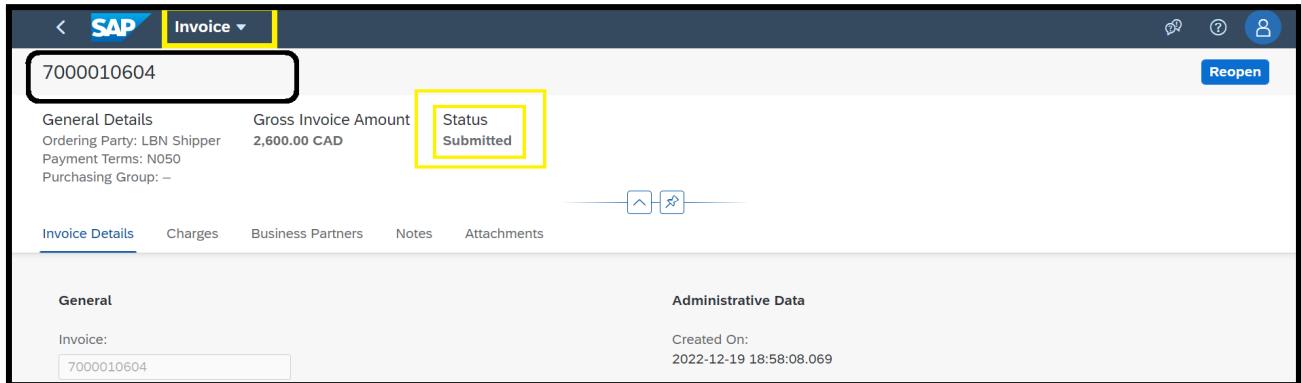
At the bottom right of the table, there are buttons for 'Submit' (highlighted with a yellow box), 'Save', and 'Cancel'.



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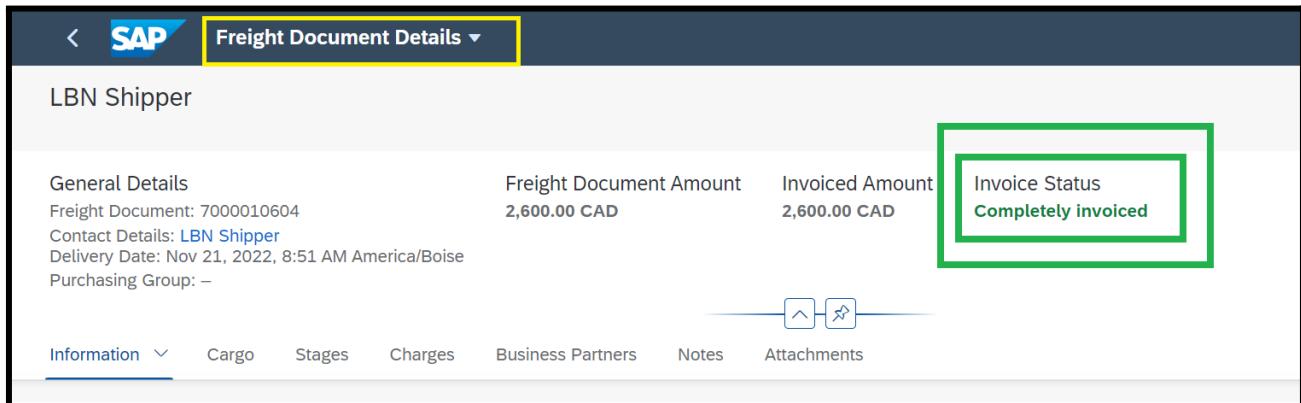
The **invoicing process** is now **finalized** because:

- 1) The Invoice Status is back to **Submitted** → when looking at the Invoice's details



The screenshot shows the SAP Fiori interface for an invoice. The top navigation bar has 'SAP' and 'Invoice' with a dropdown. The invoice number '7000010604' is in a highlighted box. The status 'Status Submitted' is also highlighted. Below the header, there are sections for General Details (Ordering Party: LBN Shipper, Payment Terms: N050, Purchasing Group: -) and Administrative Data (Created On: 2022-12-19 18:58:08.069). The 'Invoice Details' tab is selected.

- 2) The Invoice Status is **Completely Invoiced** → when looking at the Freight Document Details



The screenshot shows the SAP Fiori interface for Freight Document Details. The top navigation bar has 'SAP' and 'Freight Document Details' with a dropdown. The document type is 'LBN Shipper'. The General Details section includes Freight Document: 7000010604, Contact Details: LBN Shipper, Delivery Date: Nov 21, 2022, 8:51 AM America/Boise, and Purchasing Group: -. The Freight Document Amount and Invoiced Amount are both 2,600.00 CAD. The 'Information' tab is selected. A green box highlights the 'Invoice Status Completely invoiced' text.



Key Elements – Unexpected charges and managing disputes

 Important note regarding the unexpected charges

- For **deadhead charges**, you must contact the Carrier Management team to have these charges handled BEFORE the Freight Order (load) is accepted
- For the unplanned charges below. It is possible to manage them via **LBN** and therefore via the **Manage Disputes** application
 - **Administration fee (ferry)**
Do not forget to attach the ferry receipt when submitting this fee.
 - **Administration fee (detour)**
 - **Administration fee (damage)**
 - **Waiting charges**