

PPG Industries

Carrier Reference Guide Part II - Invoicing

Carrier Training Materials

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Purpose

This document is intended to supplement the Carrier Reference Guide, (Version 1.2, September 2010), which was provided during the initial access training. This supplement will provide additional information regarding the various status codes. It will also cover the appropriate actions for carriers to take in order to accelerate the process of getting bills paid.

Invoice Types & Correction Codes

The following are the valid invoice types for Transportation Manager™ (TM) application from Descartes Systems Group. It is essential that the correct type of invoice is specified, or the invoices cannot be processed and paid.

- **Original (Code OR)** – Should only be used for the first version of an invoice number.
- **Rebill (Code RB)** – Use this type when submitting a corrected invoice. Always use the same invoice number that was on the original, incorrect, invoice. If done correctly, the RB version of the invoice will replace the OR version and (if everything is correct on the RB) will process automatically.
- **Balance Due (Code BD)** – A BD invoice should be submitted if the original was short-paid. BD invoices must have a unique invoice number as PPG's A/P system will not allow payment of duplicate invoice numbers for the same carrier. It is strongly suggested that you use the original invoice number with a suffix (e.g. BD or BalDue) to aid PPG personnel in the approval process.
- **Miscellaneous Bill (Code MB)** – This code is to be used for invoices charges such as Truck Ordered Not Used, Tank Washing, etc. These are charges that are not related to a specific load haul or any other invoice.
- **Past Due (PD)** – While this is a valid code, it should not be used. Submitting past due invoices does nothing to aid or accelerate the payment process. If an invoice is past due, the only way to get it paid is to determine why it is not processing and correct the issue. All invoices that are submitted as Past Due will be flagged as duplicates and voided.

Required Information for Invoices

The following are the required elements for invoices to process automatically. Ensuring that this information is 100% complete and accurate will greatly reduce the number of invoices that require manual intervention by PPG personnel, which will in turn ensure that you receive timely payment. Please refer to Appendix C to view the location of this information on sample BOLs.

- **Load Number** – Automated processing of an invoice depends on an exact match between the Load Number on the Tender Status Update and the Load Number on the Invoice.
- **Weight**
- **Pick-Up and Drop-Off Dates**
- **Line Item Description** – A valid line item description is often required to assign valid GL account numbers and this information should be included on all invoices.
- **P.O. Number** – Required for all Inbound/Collect shipments. If the vendor did not provide a P.O. number, please use “None Provided” in the P.O. field. PPG will follow up with vendors who are not providing this information.
- **Payment Method** – Prepaid, Collect, or Third Party.
- **Bill To Address** – If neither the origin nor the destination address are a PPG Location, the Bill To Address must be the address of the responsible PPG location.
- **Origin and Destination, General** - Ensure that all city names are spelled correctly. Use correct Zip Codes. Use the correct abbreviations for states and countries. For example, **US** for United States and **CA** for Canada. (CN = Peoples Republic of China) See Appendix E for references.
- **Origin and Destination, Fiberglass Locations Only** – For Outbound/Prepaid shipments from PPG’s Fiber Glass locations in Chester, SC; Lexington, NC; and Shelby, NC., it is also required that the Shipper Name exactly match the following:

Shipper Name	Description	Street Address	City, State, Zip
PPG Wks #54 Chester	FGL plant	1497 Lancaster Hwy	CHESTER, SC 29706, US
PPG Wks #53 Lexington	FGL plant	473 New Jersey Church Rd.	LEXINGTON, NC 27292, US
PPG Wks #52 Shelby	FGL plant	940 Washburn Switch Rd.	SHELBY, NC 28150, US
PPG Oliphant Whse	FGL warehouse	1589 Cedar Hurst Rd.	CHESTER, SC 29706, US
PPG Randolph Whse	FGL warehouse	2212 Randolph Rd.	SHELBY, NC 28150, US
PPG Eagle Whse	FGL warehouse	515 Saluda St.	CHESTER, SC 29706, US

TIP: As stated above, standard Shipper Names are only required for Outbound/Prepaid shipments from PPG Fiber Glass locations. However, the use of a location-specific standard Shipper Name format for all PPG locations would greatly enhance our ability to automatically process invoices.

How to Change the Columns Displayed

In order to diagnose and correct any invoice issues, you'll want to have quick access to Freight Bill Comments and Comment Threads columns.

Freight Bill No	Load Number	FreightBill Status ^	Freight Bill Comments	Comment Threads
2546622511	71694	Under Review	Synthetic Load Un Matched @ 2010-05-07T21:39:00.170	<input type="checkbox"/> No load in TM <input type="checkbox"/> Unknown SBU, RB w/ Responsible Loc'n as Bill To
9814589511	38300	Under Review	Synthetic Load Un Matched @ 2010-08-27T12:39:00.960	<input type="checkbox"/> Invalid Load ID <input type="checkbox"/> Invoice Info Missing or Invalid
20464742901	069088	Under Review	Synthetic Load Un Matched @ 2011-02-11T14:09:00.943	<input type="checkbox"/> Prior to Go Live.

To rearrange the way columns are displayed, right click anywhere on the invoice screen and choose Select Columns. You'll see the following window. Exchange columns between the Available Columns and Selected Columns (those already in your view) lists and rearrange the order of the columns by clicking and dragging the column names. Note that Available Columns with an asterisk are already in the Selected Columns list.

AVAILABLE COLUMNS	SELECTED COLUMNS
Columns	
- Columns ^	Freight Bill No
Account # *	Load Number
Approved Amount *	FreightBill Status
Carrier Code *	Freight Bill Comments
Carrier Name *	Comment Threads
Cmt	Payment Method
Comment Threads *	Tracking Event
Comment Threads (with Date)	Invoice No
Contract Name *	Cost Center
Control Number	Pickup Date
Correction Code *	Invoice Date
Cost Center *	Correction Code
Date Created *	Invoice Status
Date Modified	Total Weight
Destination *	GL Account 3
Destination Contact	Origin
Destination Description	
Destination Dock	

Freight Bill Status and What It Means

When reviewing your invoices, please ensure that the Freight Bill Status column is visible. This status will provide the most useful information regarding the progress of the invoice.

- **New** – New Freight Bill not yet linked to a load or audited. No action is required. There is an automated, timed, process that will run at regular intervals to attempt to link and audit the invoice.
- **Approved** – Automatically approved by the system. No action is required. There is an automated, timed, process that will run at regular intervals to Export the invoice to PPG’s A/P system.
- **Approved as Invoiced** – An Unmatched invoice that was reviewed and manually approved by PPG Industries’ personnel. No action is required. There is an automated, timed, process that will run at regular intervals to Export the invoice to PPG’s A/P system.
- **Unmatched** – An invoice in this status has failed our audit for reasonableness of the invoiced amount. Appropriate actions for Unmatched invoices will be covered in more detail later in this guide. An invoice becomes Unmatched for one of 2 reasons: 1) the invoiced amount is greater than the PPG rated amount and greater than our audit tolerance, or 2) the invoice could not be audited because a rate could not be calculated.
- **Under Review** – An invoice that is Under Review is most often incomplete or inaccurate. At this time, this is the most common status for invoices that require manual intervention in order to process. This will also be covered in more detail later in this guide.
- **Unapproved** – An unapproved invoice was flagged as Refuted by a user and should always be accompanied by a comment thread that explains the reason for refuting.
- **Void** – Voided by PPG Industries’ personnel. Most often these are invoices that should not have been submitted to Descartes or they are duplicate invoice numbers.
- **Duplicate** – These invoices have the same Invoice # as one currently in the system. PPG cannot pay duplicate invoice numbers for the same carrier.
- **Exported** – Exported to PPG’s A/P system for payment according to negotiated payment terms.

Unmatched

As previously stated, an invoice becomes Unmatched for one of 2 reasons: 1) the invoiced amount is greater than the PPG rated amount and greater than our audit tolerance, or 2) the invoice could not be audited because a rate could not be calculated.

An Unmatched invoice that failed the audit because it is outside of our tolerance is characterized by a value in the Invoice Rate column and a large discrepancy. The discrepancy is the difference between the Invoiced Amount and the Invoice Rate.

FreightBill Status	Rated Amount	Invoice Rate	Invoiced Amount	Discrepancy	Date Created
Unmatched	\$308.71	\$308.71	\$434.07	-125.36	1/18/2011 4:56:48 PM
Unmatched	\$504.57	\$504.57	\$728.31	-223.74	1/7/2011 9:10:23 PM

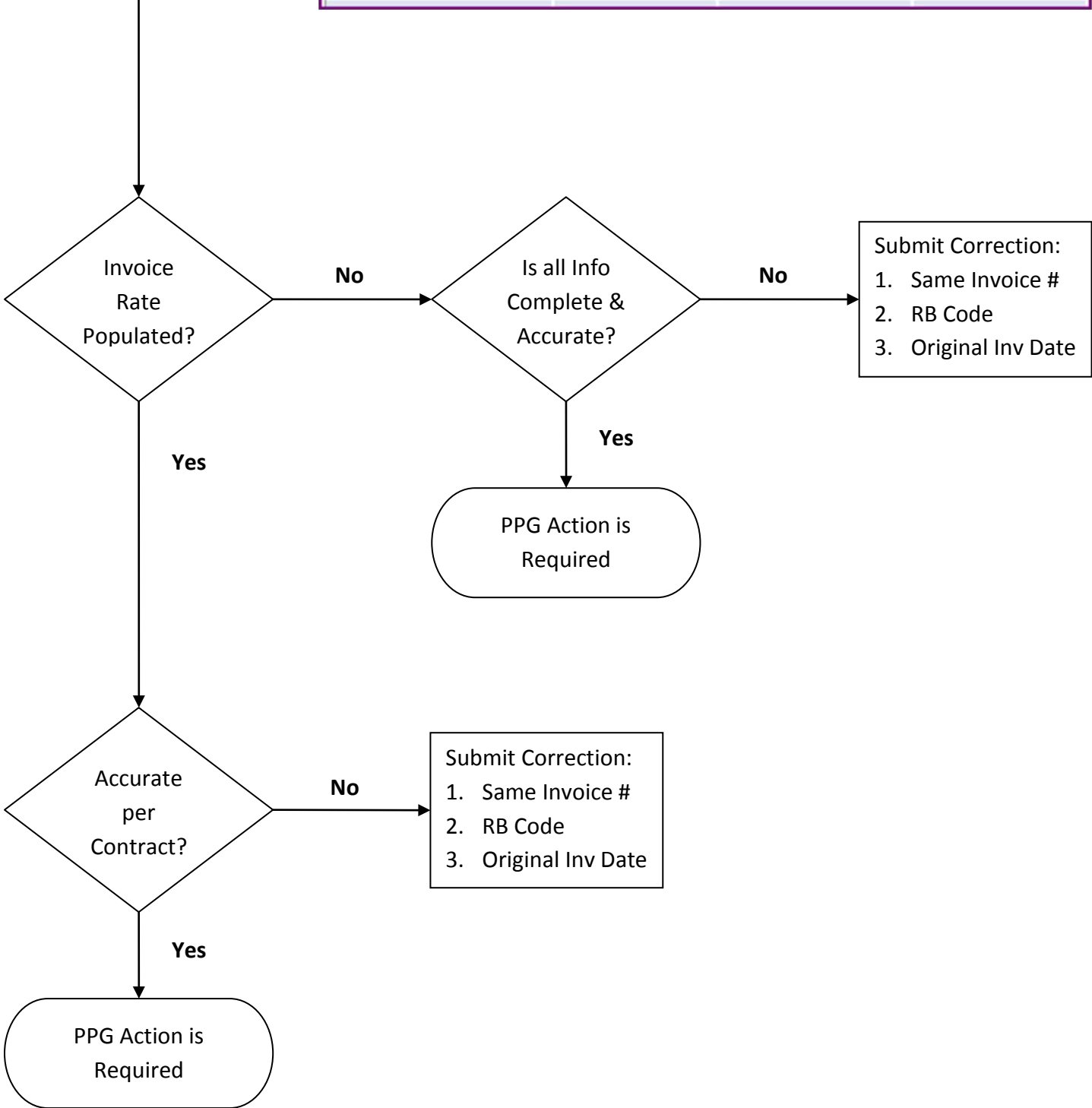
An Unmatched invoice that could not be audited because a rate could not be calculated is characterized by the absence of an Invoice Rate. These invoices will only have an Invoiced Amount and a Discrepancy.

FreightBill Status	Rated Amount	Invoice Rate	Invoiced Amount	Discrepancy	Date Created
Unmatched			\$109.20	-109.20	9/16/2010 5:38:42 PM
Unmatched			\$816.91	-816.91	1/21/2011 9:28:29 PM

Most often, the root cause of an Unmatched invoice is PPG's responsibility and requires adjustment to the carrier contract setup in Descartes TM. However, you can review the flow chart on the following page in order to attempt to correct any current unmatched invoices and prevent future failures.

Freight Bill Status
Unmatched

FreightBill Status	Load Number	Shipment	Invoice No
Unmatched	LD000021832	TRBR00001	1928916
Unmatched	LD000021860	MTNKTEST0002	Truck123



Under Review

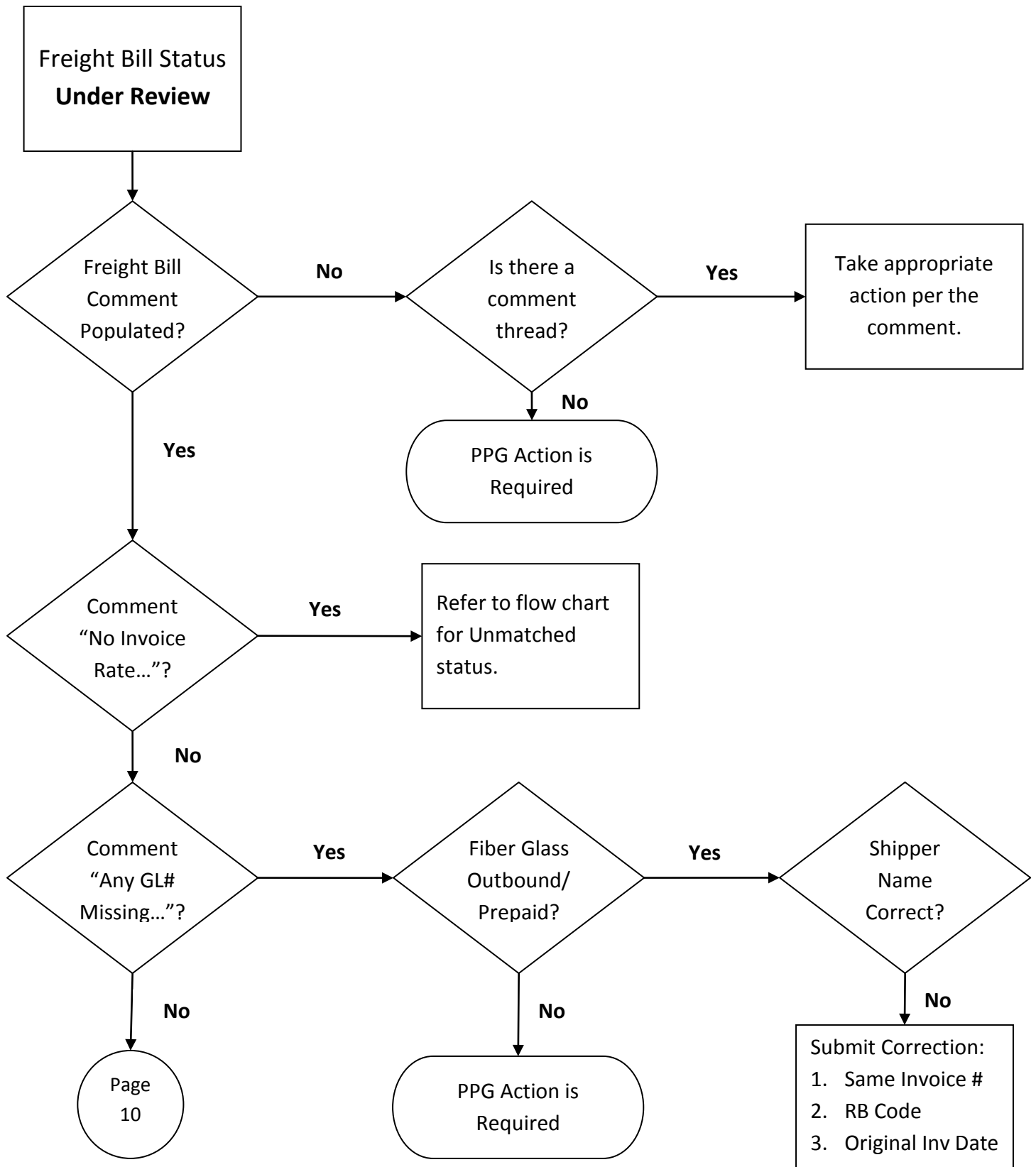
A Freight Bill Status of Under Review occurs for a number of reasons. These are best interpreted by viewing the information in the Freight Bill Comments column in addition to the Freight Bill Status.

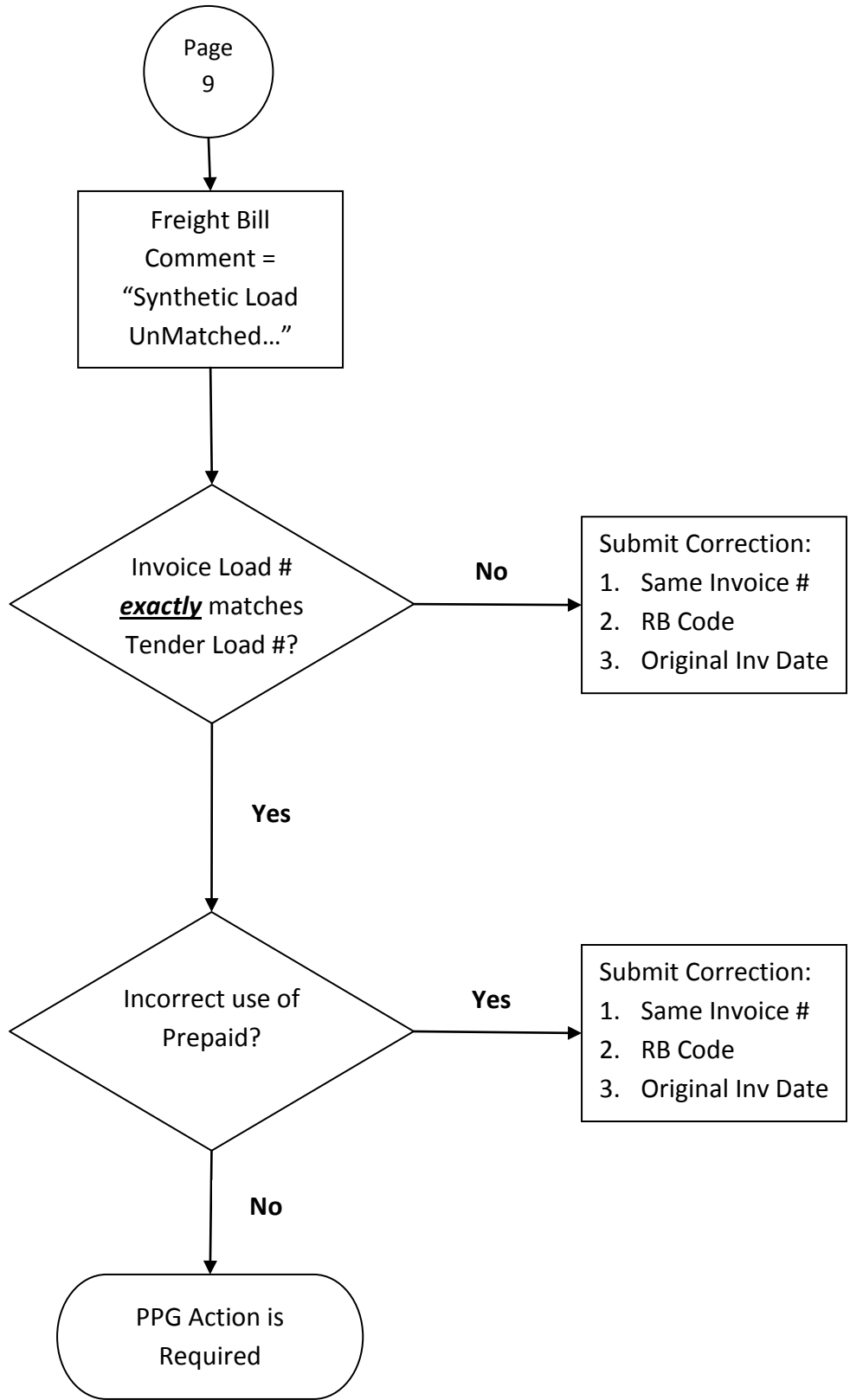
Freight Bill No	FreightBill Status ▲	Freight Bill Comments	Load Number	Comment Threads	Correction Code
Z04S248506401	Under Review		Z04S24850640	■ Plant approval required charges > than rate sheet	OR
SBN3449101	Under Review	Synthetic Load Un Matched @ 2010-12-01T18:29:00.693	NONE		OR
V10-20911	Under Review	Any GL# Missing @ 2010-12-15T17:29:00.687	LD000033570		OR
8133005A1	Under Review	No Invoice Rate at @ 2010-12-29T12:19:00.647	00216020236		OR

- **Under Review, FB Comment Blank** – This occurs when the invoice is Flagged for Review by a user and should be accompanied by a comment thread (Comment Threads column) as shown in the screen shot above.
- **Under Review, FB Comment = “No Invoice Rate...”** – Indicates that the invoice was incorrectly approved without an Invoice Rate. In this case, please refer to the flow chart on page 7 for Unmatched status.
- **Under Review, FB Comment = “Any GL# Missing...”** – Invoices with this comment failed to pick up a General Ledger account number during the automated process. The account number is required to pass the invoice to PPG’s A/P system. Please see the flow chart on the following pages for additional instruction.
- **Under Review, FB Comment = “Synthetic Load UnMatched...”** – For all Outbound/Prepaid shipments, the invoice must link to a load within TM. If the link fails, the invoice is placed Under Review and the “Synthetic Load UnMatched...” comment is added.

This is currently the most common reason that invoices do not process automatically. The primary root cause is a mis-match between the Load Number on the invoice and the Load Number on the TM load record. It will also occur when Inbound/Collect and Third Party invoices have an incorrect payment method of Prepaid.

Please see the flow chart on the following pages for additional instruction.





Void

Invoices are set to a status of void for several reasons. Often there will be a comment to explain why the invoice was voided.

Freight Bill No	FreightBill Status ▾	Freight Bill Comments	Load Number	Comment Threads	Correction Code
5015370776	Void		4567104	■ Prior to Go Live.	OR
18174369831	Void		2013408	■ Duplicate Invoice Number	OR
178817401	Void		20100415		OR

- **Prior to Go Live** – These are invoices with Pick Up dates that are prior to date the SBU/Location was migrated to Descartes TM. These invoices must be resubmitted through the old process in order to be paid.
- **Duplicate Invoice Number** – As stated previously, PPG’s A/P system cannot pay duplicate invoice numbers for the same carrier.
- **Blank Comment Thread** – Most often the result of a corrected, RB, invoice received in TM. An RB will trigger the automatic voiding of the original invoice.

Duplicate

Duplicates are multiple versions of the same invoice number and with an incorrect correction code, e.g. a corrected invoice submitted as OR instead of RB. Duplicate invoices are always the result of an error and will be voided.

Frequently Asked Questions

Q: Who will pay my invoices?

A: In the new process, all payments will come from PPG. Descartes will process the invoices. Once the invoice is approved in the Descartes system, invoice records are passed to PPG's payment system and queued for payment according to negotiated payment terms.

Q: I would prefer to receive electronic payments. Who do I contact?

A: Please contact PPG's Treasury department to request the current authorization forms. Email at EFT@ppg.com, or by phone at (412) 434-3319.

Q: When will I be paid?

A: Payment dates are calculated based on the invoice date and according to the terms negotiated with each carrier. **Payment Date = Invoice Date + Terms**

If you are paid by check, the check will be mailed on the payment date. For electronic transfer of funds, the ACH will occur 3 days after the payment date. This is included in the language of PPG's EFT Authorization, which is signed by everyone who agrees to EFT payments from PPG.

Q: What remittance detail will be provided?

A: Checks – All of the remittance detail is included on the check.

EFT – You can receive remittance detail at up to 6 Email addresses. Space for this is provided on the EFT Authorization. If you did not provide this information at the time the document was submitted, please contact Treasury by Email at EFT@ppg.com, or by phone at (412) 434-3319.

Q: What about paper invoices?

A: The new process does not accommodate paper invoices. All invoices must be submitted electronically to Descartes.

Q: What methods are available for electronic communication with Descartes?

A:

1) EDI - Carriers that have chosen EDI as their preferred communication method with Descartes are generally able to submit all types of invoices electronically without any issues.

2) Eform/Email - Carriers who will be receiving load tenders from Descartes by Eform/Email will receive an Email link which allows them to submit the invoice. This only applies to loads that are tendered through Descartes TM – mostly prepaid loads that are outbound from a PPG location. For collect, inbound, third party, and other miscellaneous invoices, these carriers will also require access to the Descartes Highway Carrier Portal or HCP.

3) HCP (Highway Carrier Portal) – Carriers who only handle collect, inbound, third party, and other miscellaneous loads will require access to the HCP to submit invoices. Also, Eform/Email carriers who handle those types of loads in addition to prepaid, outbound will require HCP access.

Q: Will I have access to Descartes the same way I had access to CASS?

A: At this time, the plan is for all carriers to have an account which will allow them to log into the Descartes system and review their invoices. We're still working out the details of how this access will be managed.

Q: Who should I contact regarding late or inaccurate payments?

A: Once access to Descartes TM has been provided, the first step should be to review the status of invoices in Descartes. If you do not have access, the first point of contact will be your local PPG contact. That would be the individual at the PPG location where the load was picked up or delivered. If that person can't answer, they'll know where to forward the inquiry.

Q: Why am I having problems getting approval for my accessorial charges?

A: This is most frequently due to the use of an incorrect accessorial code. Please refer to Appendix D for a list of the correct codes.

Appendix A – Who to Contact for Additional Help

Password Resets– Contact the PPG Help Desk at one of the following:

- 1) By phone: 412-434-2562
- 2) By email address descarteshelp@ppg.com

Invoicing Questions– The first point of contact will be your local PPG contact. That would be the individual at the PPG location where the load was picked up or delivered. If that person can't answer, they'll know where to forward the inquiry.

Rate Discrepancies – Direct any questions regarding a discrepancy between the invoiced amount and the PPG rated amount to your primary logistics contact.

Issues Transmitting Invoices to Descartes– Please Contact Descartes Support at 877-786-9339 or support@descartes.com.

Appendix B – PPG Location Listing and Descartes Go Live Dates

Please see the list of attachments for this appendix.

Appendix C – Sample PPG Bills of Lading

Please see the list of attachments for this appendix.

Appendix D – Valid Accessorial Codes

EDI Code	Accessorial Code	Name	Description
260	CNST	Delivery to Construction Sites	Construction Site Delivery
COL	COD	COD	COD
CON	CONG	Congestion	Congestion
EVC	COVG	Overweight Charge	Overweight Charge (Additional Excess Coverage)
MNC	DLVN	Delivery notification	Notification Prior to Delivery
EXP	EXPD	Expedited Service	Expedited Service
ENS	FUEL	Fuel Related Increase	Fuel Related Increase
HAZ	HAZF	Hazardous Material	Hazardous Material
HOL	HOLD	Holiday Delivery	Holiday Delivery
PAV	HOLP	Holiday Pickup	Holiday Pickup
IDL	IND	Inside Delivery	Inside Delivery
IPU	INP	Inside Pickup	Inside Pickup
INS	INSR	Insurance	Insurance
LFT	LIFT	Requires Liftgate	Lift Gate
URC	LOAD	Load / Unload	Load / Unload
MSC	OTHR	Other Accessoria	Other Accessorial
OVR	OVWD	Overwidth	Overwidth
RES	RESI	Residential Delivery	Residential Delivery
665	SATD	Saturday Delivery	Saturday Delivery
670	SATP	Saturday Pickup	Saturday Pickup
SEG	SEGR	Segregate	Segregate
675	SIGN	Signature Reqrd	Signature Required
SSC	SORT	Sorted	Sorted
SOC	STOP	Stop Charge	Stop Charge
260	SUND	Sunday Delivery	Sunday Delivery
540	SUNP	Sunday Pickup	Sunday Pickup
TAR	TARP	Tarp Charge	Tarp Charge
EXD	TEAM	Team Driver	Team Driver
BAS	BAS	Base Charge	Base Charge
400	400	Freight	Freight
405	405	Fuel Surcharge	Fuel Surcharge
BSC	BSC	Bunker Surcharge	Bunker Surcharge
CLN	CLN	Cleaning Charge	Cleaning Charge
CUS	CUS	Border Crossing Fee	Border Crossing Fee (Customs Charge)
DEL	DEL	Delivery Charge	Delivery Charge

EDI Code	Accessorial Code	Name	Description
DSC	DSC	Discount	Discount
DTU	DTU	Detention Unloading	Detention Unloading
FAH	FAH	Empty Miles FSC	Empty Miles FSC (Freight Surcharge)
FAK	FAK	Barge Freight All Kinds Service	Barge Freight All Kinds Service
FUE	FUE	Additional Fuel Charge	Fuel Charge
IHT	IHT	Interstate/Highway Toll	Interstate/Highway Toll
LHS	LHS	Linehaul Service	Linehaul Service
MIC	MIC	Minimum Charge	Minimum Charge
PWT	PWT	Pallet Allowance	Pallet Allowance
TAX	TAX	Tax Charge	Tax Charge
TER	TER	Terminal Charge	Terminal Charge
TRF	TRF	Transfer Charge	Transfer Charge
WFG	WFG	Wharfage	Wharfage
CRA	CRA	Fixed Cost Recovery	Fixed Cost Recovery (Cost recovery/adjustment)
FCD	FCD	MX Thru Trlr Chg	MX Thru Trlr Chg (Freight Charges to Destination)
ACL	ACL	Driver Assist	Driver Assist (Actual Labor Charge)
495	495	International Border Delay	International Border Delay (Miscellaneous - Destination)
CAA	CAA	Cancelled Load -TONU	Cancelled Load -TONU (Cancellation Charge)
DMC	DMC	Deadhead Mileage Charge	Deadhead Mileage Charge
DTL	DTL	Detention Loading	Detention Loading
NYD	NYD	NYC 5-Boroughs Charge	New York Delivery Charge
PSC	PSC	Protective Service - Cold (RF)	Protective Service - Cold
PSH	PSH	Protective Service - Heat (HT)	Protective Service - Heat
RCC	RCC	Reconsignment Charge	Reconsignment Charge
RET	RET	Rejected Load	Rejected Load (Returned Load)
SEC	SEC	Dedicated Trailer Fee	Dedicted Trailer Fee (Special Equipment Charge)
SHH	SHH	Holiday Work	Holiday Work (Shipment Holdover on Holidays Charge)
SHW	SHW	Layover Weekday	Shipment Holdover on Weekdays Charge
SUR	SUR	MX Thru Trailer Charge	Surcharge
Z01	Z01	Additional Temperature Control Surcharge	Additional Temperature Surcharge
RCL	RCL	Redelivery	Redelivery
DEM	DEM	Demurrage	Demurrage
FLT	FLT	Ferry Charge NL	Ferry Service
LYC	LYC	Weekend Service	Weekend Service (Layover Service Charge)
SAS	SAS	Layover Weekend	Layover Weekend (Shipment Holdover on Weekend Charge)
CTF	CTF	Chassis Transfer	Chassis Transfer
VCL	VCL	Van Cleaning	Van Cleaning
DOC	DOC	Documentation Charge	Documentation Charge
ORM	ORM	Out of Route Miles	Out of Route Miles

EDI Code	Accessorial Code	Name	Description
LOA	LOA	Loading Services	Loading (Labor Charges)
BRD	BRD	Bridge Toll	Bridge Toll
SSF	SSF	Management Fee	Management Fee (Single Shipment Fee)
PIR	PIR	Pier Pick-up and/or Delivery	Pier Pick-up and/or Delivery
LDG	LDG	Loading	Loading
UND	UND	Unloading	Unloading
PAJ	PAJ	Pump Charge	Pump Charge
HOS	HOS	Hose Charge	Hose Charge
STM	STM	Steaming Charge	Steaming Charge
MSG	MSG	Miscellaneous Charge	Miscellaneous Charge
SCL	SCL	Scale Charge	Scale Charge (outside scale)
SPT	SPT	Spotting of Trailer	Spotting of Trailer
426	426	Heat Treat Charge	Heat Treat Charge (STEAM HEATING)
DIC	DIC	Diversion Charge	Diversion Charge
AMB	AMB	Adjustment for Maximum Charges Billing	Adjustment for Maximum Charges Billing
240	240	Customs Broker Fee	Customs Broker Fee
ERS	ERS	Empty Return	Empty Return
APT	APT	Appointment (Notification)	Appointment (Notification)
PWH	PWH	Pier Charges - Wharfage	Pier Charges - Wharfage
MMC	MMC	Minimum/Maximum Charge	Minimum/Maximum Charge

Appendix E – References for Valid State & Province Abbreviations

<http://www.canadapost.ca/tools/pg/manual/PGaddress-e.asp#1380608>

Click on

Topic 4.4

<http://www.usps.com/ncsc/lookups/abbreviations.html> |