Penske Online Payment System (POPS) Carrier Training

1/20/2015
Overview

• The POPS application is designed for carriers/vendors to review and either approve or dispute their invoices for loads completed with Penske.

• The payment terms you have contracted with Penske, or with one of our customers directly, begins at first touch of the invoice within POPS. This “touch” date then becomes the invoice date.

• It is a requirement to access POPS and review and approve your invoices in order to receive payment.

• Payment will be issued by our corporate payables system on the scheduled due date. POPS functionality offers the ability for remittance level reporting. In addition, you will receive a regular remittance with your payment.

• If your company uses a **Factoring Company**:
  • *You still need to register for POPS.*
  • As the carrier of record, you are responsible to **review** the payment amount and **approve/dispute** each invoice.
  • Penske can set up the factoring company as the “Remit To” address upon receipt of an LOA (Letter of Authorization) signed by both your company and the factoring company.
Vendor Registration

- First step is to register your company on POPS. We will supply the registration link when you contract with Penske or our customer.

- You will receive an email (as the Vendor Administrator) asking you to set up a new password to go along with your user-id (also called your Penske SSO which will be your current email address unless you have an existing SSO id with Penske).

- Once you update your password and receive a confirmation email, you will be able to add additional users within the application.
Creating Additional User Accounts

- Click on Manage Users link from Home page, click User Master and then click Add. Complete the New User form.

- Users will then receive an email to create a new password to go along with the Penske SSO (same as previous instructions).

- Users will have similar security within POPS - except the Administrator only can add users or edit the company information.
Dear Russel Peters,

A Single Sign-On (SSO) account has been created for you in the PENSKE ONLINE PAYMENT SYSTEM (POPS) application.

Please note the details of your new SSO account below.

Name: Russel Peters
User ID: russel.peters@penske.com
Default one time use password: 34DIjdID
Email Address: russel.peters@penske.com
Date/Time: Wed Feb 27 15:42:56 IST 2013

To begin you will need to activate your SSO account by changing your password and creating a challenge question. Click here to change your password and create a challenge question.

You may access your SSO account by clicking here, only after completing the above activation process.

If you have any questions, contact Penske's customer service Monday through Friday at

+1-866-569-3291.
US: freightpayment@penske.com
EUR: ple.resolution@penske.com

Thank you,

Penske IT Service Desk
+1-800-550-7947
itservicedesk@penske.com

Note: The information will be used to authorize your access to this and other SSO-enabled sites and may be shared with other Penske affiliates and GE entities to authorize your access to SSO-enabled sites (wherever located worldwide) that they may operate and that you choose to visit.

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If a Vendor User already has a Penske SSO at time of creation, then a email will be received to update their password

Dear TEST TEST,

You have been created as a Vendor Admin in the PENSKE ONLINE PAYMENT SYSTEM (POPS) application.

You may use your Single Sign-On (SSO) ID to access the application by clicking here.

If you have any questions, contact Penske's customer service Monday through Friday at

+1-866-569-3291.
US: freightpayment@penske.com
EUR: ple.resolution@penske.com

Thank you,

Penske IT Service Desk
+1-800-550-7947
itservicedesk@penske.com

This is an automated message; please do not reply to it.

Note: The information will be used to authorize your access to this and other SSO-enabled sites and may be shared with other Penske affiliates and GE entities to authorize your access to SSO-enabled sites (wherever located worldwide) that they may operate and that you choose to visit.

The information contained in this e-mail is intended only for the individual or entity to which it is addressed. Its contents (including any attachments) may contain confidential and/or privileged information. If you are not an intended recipient, you are prohibited from using, disclosing, disseminating, copying or printing its contents. If you received this e-mail in error, please immediately notify the sender by reply e-mail and delete and destroy the message. Thank you.
When you log into POPS, the Home screen will appear. This is a summary level screen displaying the number of transactions and dollars in the various statuses.

You can click on the Transaction Count within a Status to view the associated transactions. The Review status is your pending transactions awaiting approval or dispute.

Dispute items are being reviewed by Penske. You can click on that link to see the transactions in Dispute but will not be able to edit them in this status.
Transactions Screen

- Search by Penske Customer, Transaction Number (Penske Load#), Vendor Invoice (only if populated on Transaction detail) or Status
- From this Page, the User can view the invoice (Print link), Approve the transaction (Approve link) or Edit/Dispute the transaction (Edit link). Clicking on the Transaction number will allow you to view the details only, not edit
- Sort by any of the columns listed, by clicking on the column header
- Option to view 10, 20, 50 or 100 transactions on the page – a maximum of 250 transactions will be displayed at any one time
Edit Transaction Detail Screen

- This screen allows the user to edit the Vendor Invoice number, Upload a BOL/POD, Dispute a transaction amount, Approve the transaction or simply enter comments.

- The user can change a given amount for a charge code or add a charge code and an amount if it is not present in the original rated amount.

- The user can approve the transaction with the original amounts, or submit it with the changes (the final calculated amount will appear only when approved).

- If disputed, the transaction status will change to Pending Review status in the upper right hand corner. If approved without changes the status will change to Pending Review.

- The user can view the invoice from this screen (View Pro Forma invoice).

- To submit a BOL/POD, click on Browse, select a file from your PC and attach and then click Upload. Once attached, the file name will appear below ("Documents Attached")
  - The file types accepted are: TIF, PDF, JPEG, GIF, PNG.

- A user can add comments while the transaction is in any status. Add comment and click Post comment.

- Once a transaction is paid, the payment detail will display at the bottom of the page.
The Invoice can be viewed from Transactions page by clicking on “Print” or from the Details page by clicking on “View Pro Forma Invoice” at the bottom of the page.
Manage Users

- From this screen, the User (Vendor Admin only) by clicking on Vendors and then Edit can update the company information, set up how they would like to receive email notifications and download the ACH/EFT banking form.

- Banking Details - Clicking on the link will display an EFT Bank form to be completed and either emailed or faxed to our Corporate Payables Group. You will not enter banking information directly into the POPS application. This is for NEW carriers only.

- By clicking on User master, the vendor admin can edit user information and add new users as explained on an earlier slide
• All reporting will be done through this menu
• The minimum search criteria is selected from the top of the menu.
• The Advanced Search option allows you to select other criteria to maximize the efficiency of your results. The user can cut and paste load numbers, reference numbers etc. into the boxes or select certain customers, origins, destinations etc.
• All results are exportable to a CSV format
Additional Information

• Our Freight Payment Customer Service contact information remains the same as today
  ➢ US / CAN Carriers – freightpayment@penske.com 1-866-569-3291
  ➢ Europe Carriers – ple.resolution@penske.com 1-866-569-3291

• For Penske SSO Registration issues or System related issues, please contact the following
  ➢ Penske IT Service Desk
    o itservicedesk@penske.com
    o 1-800-550-7947

• If you have any other questions please email or call Ray Gaspari
  ➢ Raymond.gaspari@penske.com
  ➢ 610-775-6423

• Here is the link to the site
  ➢ https://apps.pensketruckleasing.net/pops/entry/ApplicationEntry

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  ➢ https://apps.pensketruckleasing.net/vendorreg/entry/ApplicationEntry