IAS

ChassisManager
BCO
Welcome Pack

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Welcome to IAS ChassisManager

Welcome to IAS ChassisManager! We are pleased to welcome you to the IAS Connected community. It is always exciting to bring in new members, even after on-boarding thousands of participating users worldwide, we still value each new participant as if they were among the first.

IAS supports a unique community of vendors and service providers to the global logistics industry who interact with our platform and applications to increase efficiency, visibility and customer service. Now that Hampton Roads Chassis Pool as a Direct-to-BCO customer has nominated you, we will move you into the on-boarding phase of the program.

This provides you with the basic information about the process of getting you up and running with IAS ChassisManager as quickly as possible. In addition to the "how-to" components of this package, there is an explanation of the process and data provisioning requirements that are necessary for successfully utilizing the ChassisManager platform. You should also have scheduled detailed system training from the IAS Chassis Support team in advance of receiving this document.

We strive to provide excellent customer service at all times and our professional client services team will be dedicated to guiding you through this process and will remain at your disposal throughout your many years of use of IAS ChassisManager.

We look forward to working with you, and we welcome your company to the IAS Connected network.

With Best Regards,

The IAS Team

What is ChassisManager?

ChassisManager is a usage tracking and day-lease billing solution for Chassis Pool Operators and Equipment Lessors, designed from the ground up to ensure accurate and timely billing while also addressing the evolving requirements of a rapidly changing chassis provisioning market. ChassisManager is delivered securely as Software-as-a-Service (SaaS), accessible 24/7 over the Internet with no requirement to install or maintain application components.
Like an auto rental, a lease begins when the pool operator's equipment leaves a designated start stop location and ends when it is returned.

Unlike an auto rental, ChassisManager takes into account the complex day-lease billing rules associated with intermodal equipment:

* Multiple trip rentals, possibly over multiple days
* Multiple responsible lessee parties associated with different trips on the same rental
* Rental tax application
* Dispute (and resolution) of usage charges in advance of billing and invoicing

There are three primary components to the system:

Customer On-Boarding, User Registration and Administration

* ChassisManager establishes and enforces lessor acceptance criteria and business rules
* Ensures that users have up-to-date account profiles and have agreed to lessor terms and conditions
* Associates approved lessees with equipment movement
* Account user management – approval of new users, assignment of roles and permissions
* Billing account management

Event Management

* Chassis Service Providers send data as equipment moves out of and into their network of physical facilities
* Responsible third party lessees submit data to identify movement associated with their direct billing program requirements
* The system sorts, matches and collates this data on a daily basis creating a rental transaction
* When the equipment is returned, the system then prepares the transaction for rating and billing

- Generates exception reports to monitor the accuracy and timeliness of facilities' event reporting

Rating, Billing and Collections

- Evaluates the event and third party data to determine bill-to party, rates and duration of lease
- Customer review and dispute of charges prior to invoicing
- Statement distribution
- Secure online credit/debit card payment or ACH option
- Account history of invoices, payments, credits

How does ChassisManager work?

This section provides comprehensive detail that describes the end-to-end rental life cycle.

Background

ChassisManager is structured to address a dynamic marketplace that has evolved as ocean carriers divested their assets and exited the chassis provisioning business. In the new provisioning model, the initial concept deployed assumed motor carrier responsibility for chassis costs associated with the pickup or delivery of containerized cargo, consistent with operations in Europe and Asia.

However as shipping lines have transitioned into the new model, many continued to bear the costs on certain types of movement. Examples include, but are not limited to: carrier haulage when the shipping line pays for delivery to a customer location, exception per terms of customer contract or account, export pool bookings, empty repositioning, or land bridge moves.

The market is now entering a third phase of evolution, whereby beneficial cargo owners (BCO's) are taking on responsibility for chassis usage costs in a direct billing scenario.

The ChassisManager billing engine was designed from the ground up to manage complex billing rules and scenarios associated with this evolving marketplace.

By combining gate movement data with summary booking information from responsible third parties, that is ocean carriers and BCO's, ChassisManager is able to rate chassis usage and assign the charges to the appropriate party in a highly accurate and scalable platform.

Gate Movement Event Reporting

Chassis movement out of and into start/stop facilities is reported to ChassisManager in real time via electronic data interchange (EDI). A start/stop facility may be a marine terminal, railhead, container yard, chassis depot, inspection or other site designated by the Pool Operator (lessor).

When a motor carrier leaves a facility with the lessor's chassis, the information associated with that movement is captured in the facility's gate system. That system reports the movement to ChassisManager.

A rental starts when a motor carrier picks up a chassis for the first time. Each rental is tied to a specific chassis unit.

The facility will report to ChassisManager, among other items:
- Chassis identification number
- Container identification number
- Motor carrier ID code (SCAC) pulling the unit
- Ocean carrier ID code (SCAC) of the responsible ocean carrier whose box is on the chassis
- Booking or bill of lading number
- Direction of movement

Likewise, on the gate-in at the end of the move, the facility will report a gate-in event back to ChassisManager. When the gate-in is reported, ChassisManager matches it to the gate-out by using the motor carrier ID code and the chassis identification number

This gate-out and subsequent matching gate-in movement is what defines a **trip** in ChassisManager. Each trip has a pickup location, date/time and a return location, date/time. The move may be bare or laden, however only one container and one responsible party may be associated with any given trip.

The motor carrier may make several trips with the same chassis in the same day, or over any number of days. The rental remains in open status each day while ChassisManager has determined the last movement for that chassis is a gate out. The rental is considered returned when the motor carrier "gates in" the unit to a start/stop facility and no further movement is reported on it for that motor carrier for that day.   All trips on a rental are rated once a return event has occurred or every 30 days whichever is sooner.

Responsible Third Party Lessee Reporting

The default bill to party for chassis day-lease billing is the motor carrier unless the movement is otherwise identified and marked by an authorized third party. These responsible third party lessees may be:

- Ocean Carriers (shipping lines)
- Beneficial Cargo Owners (BCO's)

ChassisManager provides a mechanism for additional types of lessees to identify designations for exception by utilizing summary shipment information; bills of lading or booking numbers combined with container numbers. This data is matched to the movement of equipment received from the start/stop locations while the rental remains active ("Open" status) and is then used by the billing engine to determine the bill-to-party and day rate.

To describe the process in more detail, third party lessees submit summary level data about the anticipated bookings and bills of lading movement to ChassisManager on a rolling 2- or 3-week forward view. This data is designated as the moves that the lessee expects to pay for the chassis usage.

As gate events are reported and processed from the start/stop facilities, ChassisManager evaluates the container number and booking numbers against those provided by the third party lessee. If a match is found, the system updates the trip associated with that movement and designates the third party as the bill-to party. Additionally, every time the third party lessee submits a "shipment file", ChassisManager compares the new information to any moves currently in progress in an attempt to match exception-billing data to trips on an existing open rental.

BCO third parties simply submit the container numbers with their associated booking or bill of lading references in a simple flat file upload. BCO-matched trips visible in the ChassisManager system will reference:

- The BCO organization name
- The BCO ChassisManager organization code (provided by IAS)
- A "haulage type" value of "BC"

Ocean Carrier third parties with more complex matching criteria may utilize additional elements such as:

- Haulage Type
    - Carrier Haulage (CH)
    - Merchant Haulage (MH)
    - Empty Repositioning (MT)
- Contract Number

Trips in the system that are matched to an ocean carrier will reference:

- The shipping line standard carrier alpha code (SCAC)
- A haulage type of "CH" or "MT" (if provided)
- A contract reference (if provided)

When the rental is returned and the system rates it, this combination of organization references, haulage types and presence of contract content determine the correct bill-to party and rate.

Beneficial Cargo Owner Direct Billing

BCO Role and Responsibilities

As a partnered Beneficial Cargo Owner (BCO), you are able to upload data files to the IAS ChassisManager system to designate shipments for which you would like to be billed directly for the chassis usage.

The data file you upload is a summary of the bookings and or bills of lading, along with the corresponding container numbers associated with those shipments. The upload file is a simple, 5 column, comma separated (CSV) document that can be managed in a spreadsheet. More details about file format and data definitions are provided in this document.

It is important that data files are uploaded in a timely manner.

For import moves, it is recommended to load the information into ChassisManager as soon as bill of lading information is confirmed after departure from port of origin. Manifest reporting to Customs is typically a good trigger event for sending import lists.

For export moves, timeliness is of utmost importance. Data files for exports should be submitted to ChassisManager *the same day* that the container number is identified for the movement.

It is the BCO's responsibility to ensure this information is correct and processes with the desired effect. If data uploads or transmissions are either missing or unsuccessful, the billing will default to the motor carrier who will in turn rebill you for the charges.

BCO Nomination

Since you have this document, we assume you've already contacted the lessor (pool operator) to initiate the process. Lessors will have reviewed their program specifics with you and engaged IAS for fulfillment.

In addition to this document, IAS will have also:

- Issued a 4 character, alphanumeric party code that will be used to identify the organization within the ChassisManager system
- Scheduled and possibly attended a web-based program overview and hands on system training

Please contact IAS ChassisManager support directly if you have not been provided with these materials: chassis@interasset.com or 510-844-3000 Option 5.

Information in the following sections of this document should have been covered in your ChassisManager training session. Please keep this document handy as a reference as required. The materials may also be found on the IAS Support Portal:

https://iassupport.zendesk.com/home

BCO Setup – Account and User Registration

Since you have this document, we assume you've already contacted the lessor (pool operator) to initiate the process. Lessors will have reviewed their program specifics with you and engaged IAS for fulfillment.

Now that you have been nominated to participate in the BCO Billing Program, the next step is to sign up and register in ChassisManager.

To get started, go to https://chassismanager.interasset.com and click on the Register button

Registration Instructions

Step 1 – Establish a User Name

The first step is to establish a username. A valid email address is required. Fill in the information and click on Register to proceed.

A temporary password will be emailed to the email address you provided. If you do not provide a valid email address, you will not receive a temporary password and will not be able to proceed.

For security purposes, IAS does not recommend the use of group or shared logins. ChassisManager allows you to maintain sensitive and potentially confidential billing information about your company. As a result, each user of your company should use a unique email as user identification and assigned roles and permissions accordingly.

Step 2 – Create a Password
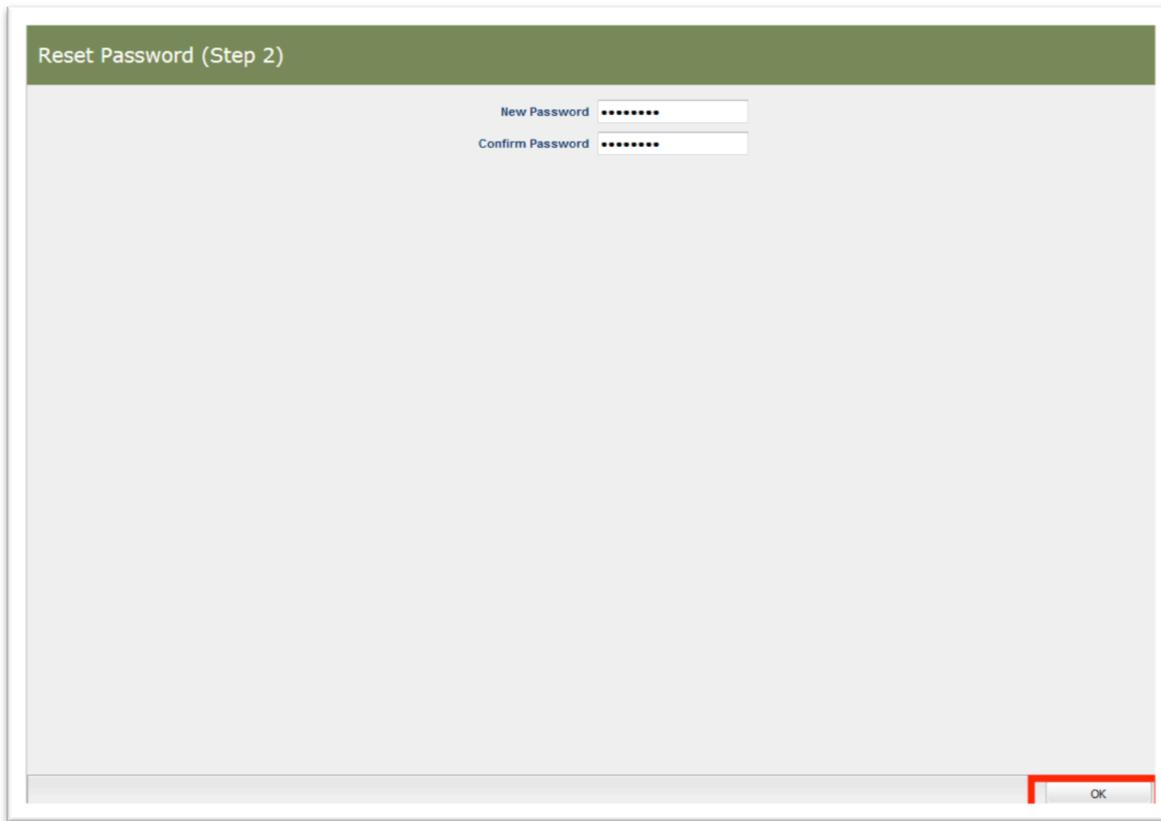
Log in to the ChassisManager system using your valid email and the temporary password provided. Please enter it in exactly how it was sent with no spaces at the beginning or end. Be careful if you are copying or pasting.

You will be prompted to create a password you can easily remember. Please be sure to create a strong password that you can easily remember, but cannot be easily hacked. We recommend at a minimum 8 alphanumeric characters with at least one capital letter and one number or special character. Remember, this is YOUR Company's potentially sensitive and confidential shipping and billing information.

Step 3 – Select the service and identify your company

Complete your profile as follows:

1. **Service** = "ChassisManager"
2. **Company Type** = "Beneficial Cargo Owner"
3. **Company Code** = the 4-character alphanumeric code provided to you by your lessor or IAS Support <u>exactly</u> as it was issued, e.g., "XXXX".

Step 4 – Complete the Profile

Complete the company information requested for the profile exactly as it should read on your billing statements.

If you have a distinct billing address, you will have the opportunity to manage that in your account profile later.

Step 5 – Account Management, Lessor Terms and Conditions
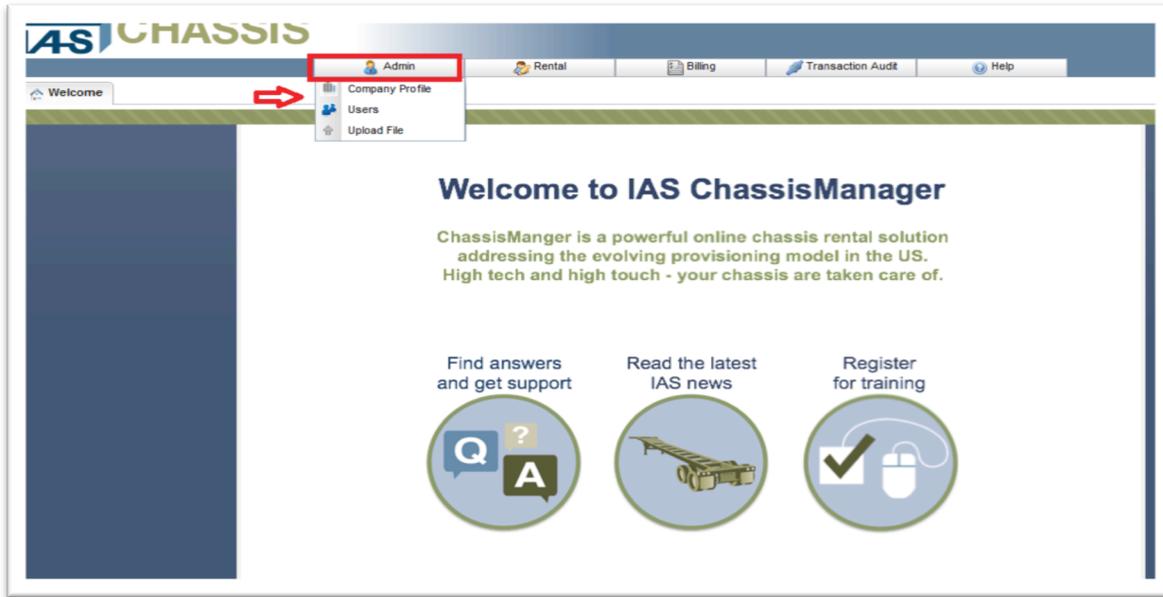
Now that your user and account profile are completed, you can sign in to ChassisManager with your new password.

Select "Company Profile" from the "Admin" menu.

Under "Company Information" you may update your billing address if it is different from your organization's physical service address. You may copy the physical address information over completely or enter in a distinct billing address if needed.
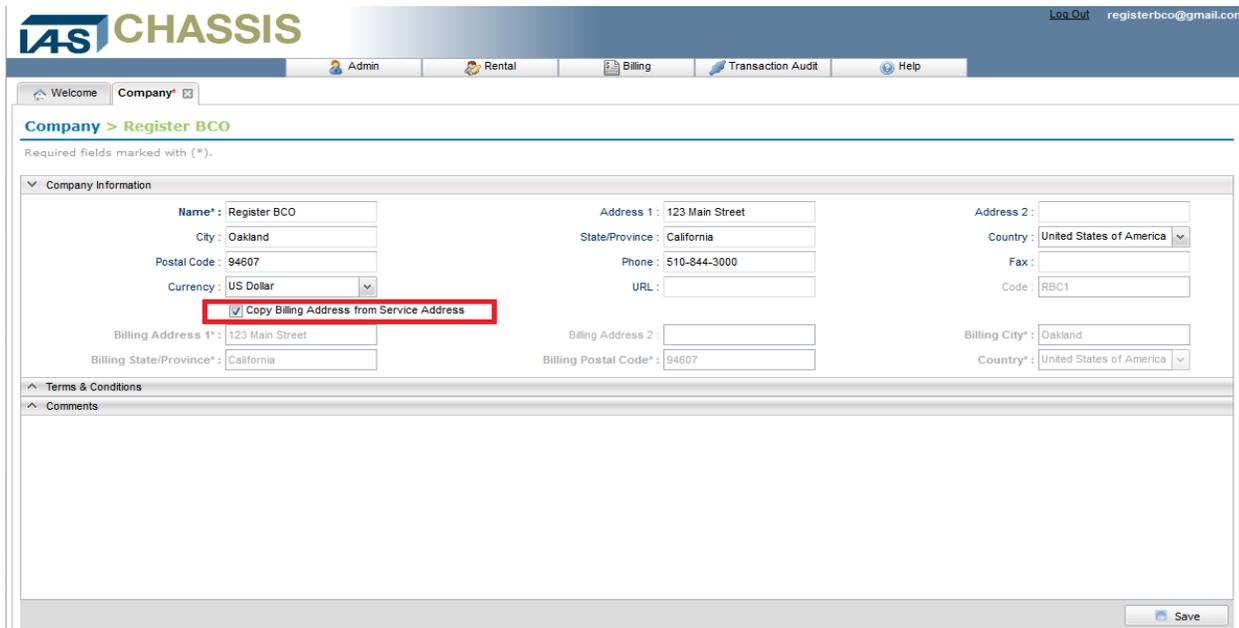
Under "Terms & Conditions", select and view the terms sheet for your lessor (pool operator). In order to proceed you must click through and agree to the lessor terms and conditions for chassis day use.

Once you have clicked through the terms and conditions, the lessor customer service administrators will be notified. Upon review and confirmation that all information is complete, your account registration will be approved. The approval should take no more than one business day to complete.

Submitting BCO Data

BCO's are required to upload/send data to ChassisManager to identify the moves for which they authorize direct billing.

The data file is a summary of the bookings and or bills of lading, along with the corresponding container numbers associated with those shipments. The upload file is a simple, 5-column, comma separated (CSV) document that can be managed in a spreadsheet.

It is important that data files are uploaded in a timely manner.

For import moves, it is recommended to load the information into ChassisManager as soon as bill of lading information is confirmed after departure from port of origin. Manifest reporting to Customs is typically a good trigger event for sending import lists.

For export moves, timeliness is of utmost importance. Data files for exports should be submitted to ChassisManager *the same day* that the container number is identified for the movement.

It is the BCO's responsibility to ensure this information is correct and processes with the desired effect. If data uploads or transmissions are either missing or unsuccessful, the billing will default to the motor carrier who will in turn rebill you for the charges.

File Format

The BCO Data file is a 5-column, comma separated (CSV), tabular layout that can be managed in a spreadsheet or text editor.

Files must be saved as ".csv" format. Each line of data corresponds to a specific shipment and requires the following elements:

Column Number	Column Content (Header)	Description	Presence
1	Reference Type	BL for Bill of Lading BN for Booking Number	Mandatory
2	Reference Number	Actual ocean carrier bill of lading or booking number *Note: if the ocean carrier bill of lading or booking number in your system includes the ocean carrier's 4-character identifier at the start of the number (e.g., APLU123456789), DO NOT include that identifier when sending data to ChassisManager.*	Mandatory
3	Container Number	4 alpha/6 or 7 numeric container ID *The check digit may be included but is not required.*	Mandatory
4	Pool Operator ID	Lessor/Pool Operator ID code provided by the IAS Chassis Team.	Mandatory
5	Sender ID	Your 4-character alphanumeric company code provided at nomination. *This data element will be the same for each row of information.*	Mandatory

Pool Operator ID's for Participating Lessors

Lessor	Code
Hampton Road Chassis Pool (HRCP)	XXQI

Sample BCO Data File

The column headers are mandatory when creating your document. The data within the fields are case sensitive. Please insure all alpha characters are in UPPER case.

This sample displays the file when in tabular format such as within a spreadsheet (e.g. Microsoft Excel)

Reference Type	Reference Number	Container Number	Pool Operator ID	Sender ID
BL	12345ABC	HLCU1234567	XXQI	BCO1
BN	989503ABC	KKNU123456	XXQI	BCO1

Viewed in a text editor, the same file looks like this:

```
Reference Type,Reference Number,Container Number,Pool Operator ID,Sender ID
BL,12345ABC,HLCU1234567,XXQI,LMB1
BN,989503ABC,KKNU123456,XXQI,LMB1
```

When managing CSV files in a spreadsheet program, be sure to save your file AS "CSV (Comma delimited) (*.csv)". Files submitted as .xls or .xlsx format will not be accepted.
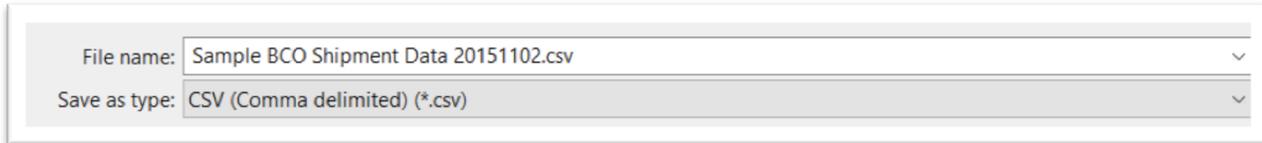
File name:	Sample BCO Shipment Data 20151102.csv	⌄
Save as type:	CSV (Comma delimited) (*.csv)	⌄

Data Upload Process

The primary method by which data can be submitted to ChassisManager is via file upload in the ChassisManager user interface.

For BCO's requiring system-to-system options, please contact IAS support to arrange for a secure SFTP login for file transfer. IAS supports thousands of transportation service providers and trading partners over SFTP world-wide and can provide additional services for automated data transfer and monitoring upon request.

File Upload
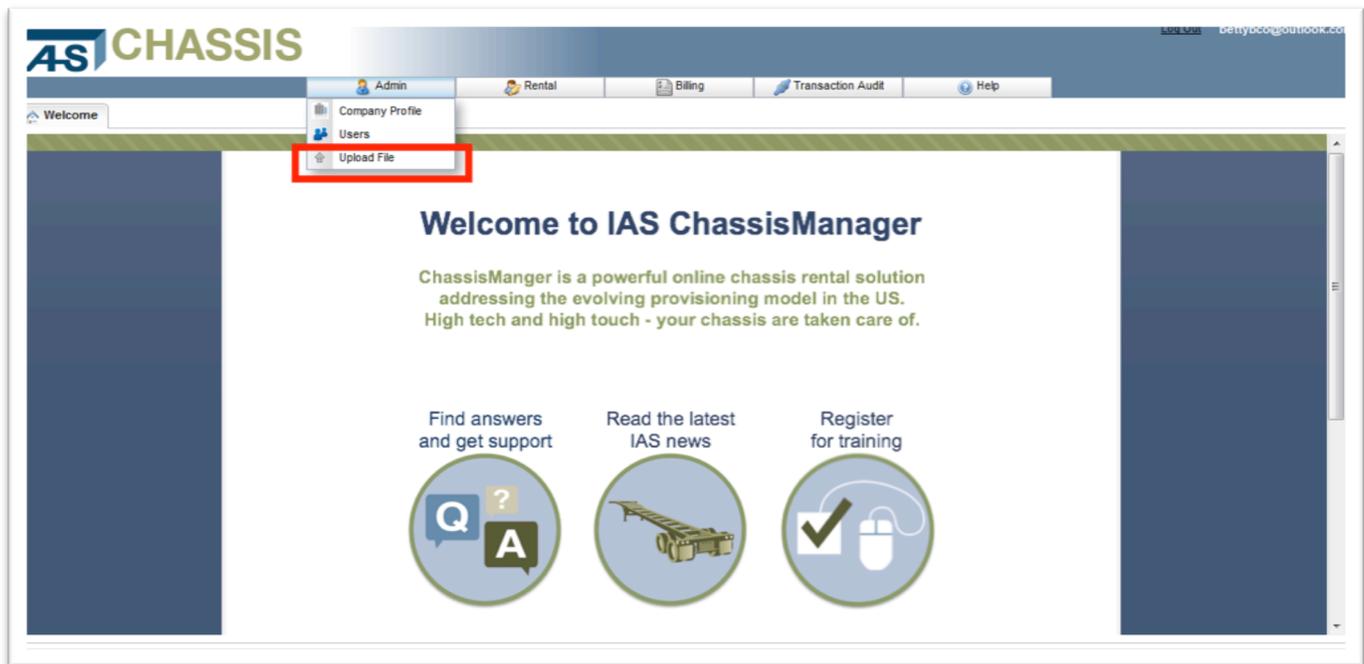
© 2016

Sign in to ChassisManager, go to the ADMIN menu and select UPLOAD FILE.
A dialog will appear requesting you to locate and attach your file. Select your file, verify the correct filename and submit.

Validating a Successful Upload
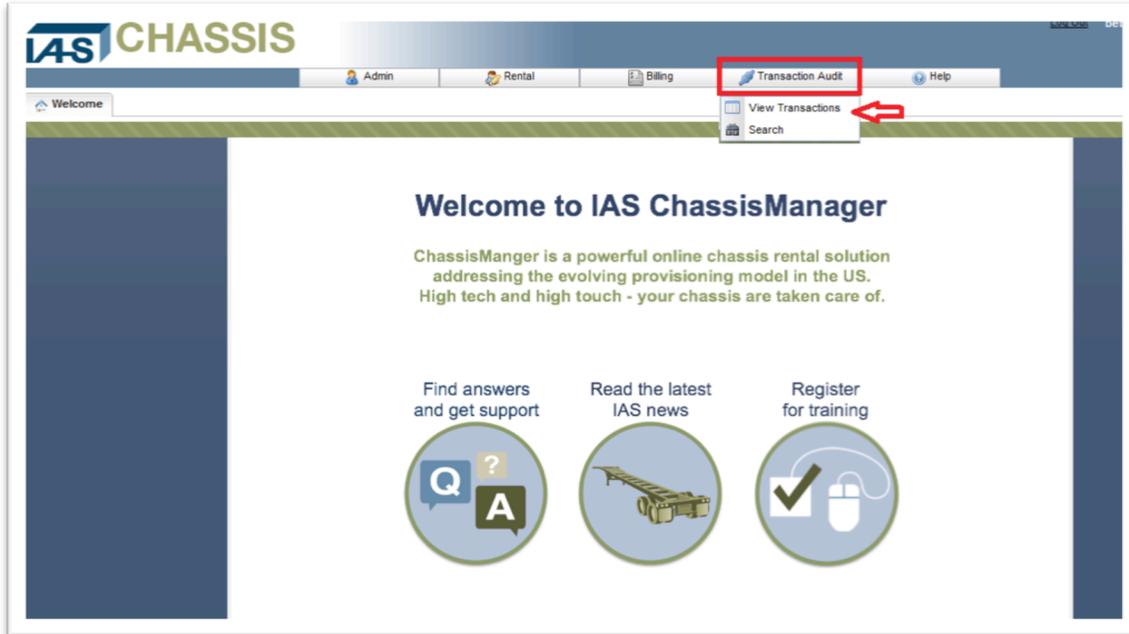
To verify the file was processed, go to the TRANSACTION AUDIT menu and select VIEW TRANSACTIONS.

The Transaction Audit displays the history of your file uploads and the status of each row submitted.

The grid is highly searchable and customizable. Use the "Quick Search" magnifying glass tool to search by column. You can also sort in ascending or descending order on any column displayed. Columns may be repositioned and you may save customized layouts if desired.

Of particular note for BCO uploads:
- Filename
- Sender Transaction Number – the booking or bill of lading number
- Unit Number – the container number associated with the BN/BOL
- Message Received – date/time message received
- Status – indicates Success/Failure

A Status = "Success" means the row was processed by the system and stored in the database. It does not mean that the data is matched to an existing trip.

If the status shows "Failure", your upload was not successful. Highlight the line item and review the error message in the child window at the bottom of your screen. Correct the error in a new file and resubmit.

Matching BCO Data to Movement

Your data is matched to rentals in the following ways:

1. **Upon Submittal of Data File**: when you submit your file, the system immediately goes out to the existing population of rentals in OPEN status and looks to seek a match based on your BN/BOL-Container Number combination.   If a matching trip is found, it will be updated with your BCO information and you will be able to view it immediately on the system.

2. **As Movement Occurs**: as equipment movement is processed each night, every time a new rental or trip begins, the system checks the BCO Data table to determine if any matches can be made. If a match is found, the trip is updated with the BCO reference information. Because new movement is processed each night, it is advisable to check the system for matches each day as a part of your upload process.

Rental Life Cycle

This section covers how you view and manage trips once your BCO Data has been matched.

Equipment movement in ChassisManager becomes visible to the BCO user only after a match has been made. For privacy and purposes of sensitive information, the various lessee parties may only view and manage rental trip information where they are marked as a responsible transportation and/or billing party.

Open Rentals

Any rental where the chassis unit is out and on the road will be marked as Status = "Open".

The rental starts when a motor carrier (trucking company) exits a start/stop facility with one of the lessee's units. The chassis may be bare or laden with a shipping container.

A rental may last for several days and the motor carrier may make multiple trips over the course of a rental and within the same calendar day.

- If the last movement of the chassis with that motor carrier on a rental is a "Gate Out", the rental remains open.
- If the last movement of the chassis with that motor carrier on a rental is a "Gate In", the rental is considered returned.

Return conditions are evaluated shortly after midnight for the day prior.

This is important to remember since an individual trip within a rental may occur within one day, but if the motor carrier continues to utilize the chassis over several days, the usage does not rate until the motor carrier has given up possession of the asset and the return event occurs. The exception being for longer term rentals, the system automatically rates at 30 day intervals until a physical return is encountered.

To view rentals in Open status, sign in to ChassisManager and select "Manage Trips" from the "Rentals" menu.

Select the "Quick Search" magnifying glass from the toolbar to open search by column, then select "Open" from the Rental Status column. Return key or the filter "funnel" on the far right hand side will commit your filter.

The trip viewer presents detailed information about the movement where your BCO Data has matched to a trip on rental. As with all ChassisManager grids, the view is fully searchable and highly customizable to suit your specific purposes. You may also export the grid as a .CSV formatted file for analysis in a spreadsheet. The IAS ChassisManager support team will provide you with training on this functionality.

Columns of special interest for BCO's:
- Rental Status – displays the status of the rental
- Rental Number – is the rental number reference
- Container Number
- Chassis Number
- Motor Carrier Name – name of the trucking company moving the equipment
- Trip Number
- Pickup Date – date and time the trip started
- Return Date – date and time the trip finished
- Bill of Lading/Booking Number
- Haulage Type – BC indicates the trip is marked and identified to bill direct to BCO
- Shipping SCAC – standard carrier alpha code (SCAC) for the ocean carrier responsible for the container on the chassis
- BCO Code – your 4-character alpha-numeric ChassisManager code
- Billed Party SCAC – displays the billed party code after the return is processed
- Charges – displays the calculated charges for the trip after the return is processed
- Review Flag – indicates whether the billed party has reviewed the trip or not

Pre-Invoice Rentals

When the chassis is returned to one of the lessee's start/stop locations, the entire rental transaction is processed. Each trip on the rental is evaluated for duration and the charges are calculated for the identified bill-to party. This process occurs nightly for all return events that occur the prior day.

BCO's are advised to get in the habit of reviewing rentals in Pre-Invoice status on a regular basis. Rentals are held in Pre-Invoice status for a minimum of 5 days to allow time for customer review of charges and, if required, to dispute any questionable activity.

Most ChassisManager lessee's bill on a twice-monthly cycle, meaning returns processed at the beginning of a service period will persist in Pre-Invoice status longer than those processed toward the end. By reviewing every day, or on regular frequency throughout the week, the BCO can manage review and dispute with minimal effort.

To view rentals in Pre-Invoice status, use the Trip Viewer and select "Pre-Invoice" from the Rental Status column of the grid.

Reviewing Rentals in Pre-Invoice Status

Verify the charges on the trip row. The number of days out corresponds to the difference between the "Return Date" and the "Pickup Date" on the trip INCLUSIVE OF THE PICKUP DATE. Divide the total charges by the number of days to confirm your rate.

To mark the trip as Reviewed, select the trip by ticking the checkbox on the far left column. Use the "Review" button on the toolbar to mark the trip.

Marking a trip as "Reviewed" is a tool for filtering out activity that you no longer need to look at. It does not change the status of the trip, but simply allows you to filter it away from your screen and focus on un-reviewed activity.

Disputing Rentals in Pre-Invoice Status

If you determine there is an issue with a trip where you've been designated the bill to party, you may dispute it here before an invoice is issued. This is your opportunity to check and balance the gate reporting before you receive a payable for the usage. By managing disputes up front, you alleviate back end payment and accounting issues.

To dispute a trip, select it by ticking the checkbox on the far left column. Use the "Dispute" button on the toolbar to mark the trip. You may only dispute a trip if it is in "Pre-Invoice" status.

A dispute form will be presented to you to provide further information.

- **Dispute Category**: Select the type of dispute from the pick list
- **Comments**: Provide a description or narrative
- **Supporting Document**: Upload any files related to the dispute that will help customer service resolve it quickly for you

Upon completing the dispute form, the rental will be transitioned to "In Dispute" status. While in this status, the usage on the rental will not be billed. The rental will stay in this status until the dispute is resolved.

Remember there may be other trips on the same rental that are assigned to other bill to parties. You may find a rental in dispute where another party has disputed a different trip. Your usage billing will be delayed until all disputes on the rental are resolved one way or the other.

To view and check the status of In Dispute rentals, select "In Dispute" from the "Rental Status" column of the Trip Viewer.
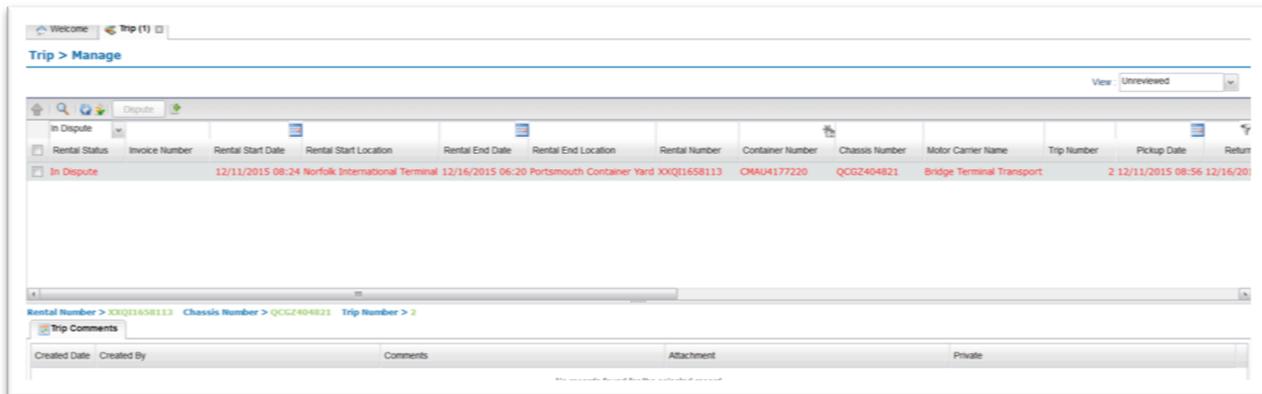
You will notice that trips where the rental is in dispute are marked in red. To view the status of the disputed trip, double click the row.
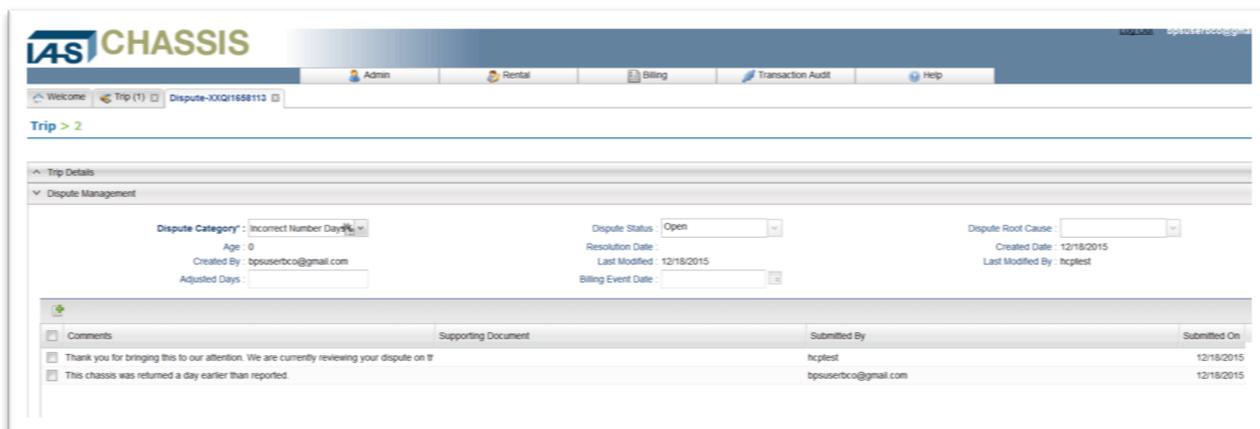
You will be able to see if the status of the dispute has been updated:
- New – the dispute has been claimed and the rental is excluded from billing
- Open – customer service is working on the dispute
- Approved – the dispute is approved
- Rejected – the dispute is rejected

You will also be able to review any comments that have been made on the dispute.

When the dispute is resolved (Approved or Rejected) its status will again be updated to "Pre-Invoice", and you will notice it is now marked in green.

Double click the trip to review the resolution notes:

In this case, the trip was adjusted 2 days and the root cause was updated to "Bad Event Data" to indicate the start/stop facility sent erroneous information.

Generally, disputes can be categorized as:

1. **Duration** – in which case the number of days can be adjusted downward to bill accurately
2. **Bill To Party** – in which case the bill to party can be adjusted to direct the billing to the correct party

Burden of proof on disputes is the responsibility of the disputing party. For duration disputes, a Trucker Interchange Report (TIR) showing the correct pickup or delivery time is usually sufficient for resolution. For bill to party disputes, specifically for BCO's, these will likely be a result of late or incorrectly entered BCO Data. Customer service will typically work with the BCO to resolve this class of dispute and help the BCO take actions to minimize BCO data reporting issues going forward.

Billing, Payments and Collection

Billing is generated on twice-monthly bill cycles, split into "service periods" for usage occurring:
- 1st-15th of a month
- 16th-last day of the month

Bill cycles are approved and statements are issued via email on the 21st and 6th of each month for the bill cycle completed 5 days prior. Should the 21st or 6th fall on a weekend or holiday, statements are issued on the business day immediately following.

Invoices and statements are distributed by email to a designated mailbox on the date of billing but all invoices and their backup are available for review on the ChassisManager portal at any time for user's convenience.

Designating the Invoice Recipient

By default, the invoice recipient email is the email of the original user who registers for ChassisManager. To change the email, please contact IAS Chassis Support at chassis@interasset.com.

To distribute the invoice to a group within your organization, please have your internal IT department set up a group internal distribution and forward that email to the IAS Support team.

IAS recommends group distributions over individuals so there is always back up in the event a receivables contact is unavailable for any reason.

How to Read your Statement

The twice monthly statement is comprised of a summary PDF document and detailed backup in the form of a comma-separated file (.csv) that can be analyzed in a spreadsheet.

You may also obtain information directly from the ChassisManager portal by searching your trips by Invoice number.

Summary PDF

HRCP — *The Hampton Roads Chassis Pool*

Invoice Number:	46384HRCP
Invoice Date:	08/13/15
Account Number:	HRCP-1096
Terms:	Net 30
Chassis Rental Period:	

Oaktown Trucking
Invoice Dept.
1200 Broadway
address21
Oakland, WA 94607
UNITED STATES

Questions about your invoice? email: accountsreceivable@hrcp2.com
tel: 1-877-226-6936
For further information please refer to the HRCP Motor Carrier
Agreement located in your ChassisManager Account Profile under
Terms and Conditions.
Credits for approved disputes will be posted to your billing account
and applied on the next invoice. Late payment fees will be applied 5
days after invoice payment is due at a rate of 2% per annum.

Statement of Account Summary	
Previous Balance	$12,347.22
Payments and Credits Applied	($13,904.42)
Payment Adjustments	$0.00
Total Current Invoice Activity	$17.49
BALANCE	($1,539.71)
Current Invoice Activity	
Chassis Rental Charges	$16.50
Other Charges	$0.00
Taxes	$0.99
Total Current Charges Due:	$17.49
Payment due no later than 09/12/15	

The top-right corner of your invoice displays the invoice and account references:
- **Invoice Number**: The reference number of this invoice
- **Invoice Date**: The date this invoice was issued
- **Account Number**: Your account number
- **Chassis Rental Period**: This will be a 15 day range. All usage in that time is billed on this invoice.

In the invoice header your account and invoice details are summarized.
- **Previous Balance**: the BALANCE from your last invoice
- **Payments Posted**: Any payments made during the service period
- **Total Current Invoice Activity:** The total of the current invoice activity
- **BALANCE:** Is the above three amounts combined

The Current Invoice Activity breaks into three sections
- **Chassis Rental Charges**: The total charges for usage in the service period
- **Other Charges & Credits**: The sum of all debits and credits on this invoice
- **Taxes**: The total tax amount for this invoice's chassis rental charges

Remittance Slip

Account Number:	HRCP-1096
Total Current Charges Due:	$17.49
Amount Paid:	

Oaktown Trucking
Invoice Dept.
1200 Broadway
address21
Oakland, WA 94607
UNITED STATES

HRCP   *The Hampton Roads Chassis Pool*

Invoice Number: 46384HRCP
Invoice Date: 08/13/15

Remit with this stub to: HRCP Training2
7737 Hampton Rd.
Bldg 19, Ste. 100
Norfolk, VA 23505
UNITED STATES

This is the remittance slip. If you are paying by check, please send this section below the dotted line along with your payment to the lessor. Write the amount you are paying in the **Amount Paid** section. The **Amount Due** here is your BALANCE from the Account Summary.

Rental Charge Summary and Taxes

Rental Charge Summary (Detail on CSV)	
Service Period	Usage Total
08/10/15 - 08/13/15	$16.50

Taxes	
Category	Amount
USNNSAPMA_TAX	$0.99
Total Taxes :	$0.99

The **Rental Charge Summary** displays the total usage charged for the service period or bill cycle. The detailed backup is provided on a CSV file which is explained below.

Rental Tax is itemized by the start/stop location where the rental originated. Trip pickup location and rental origination point may be different locations.

Payment Posted

Payment Posted			
Date Posted	Payment Method	Invoice Cleared	Amount
08/10/15	Check	14437HRCP	($13,904.42)
		Total Payment Posted :	($13,904.42)

Payments posted during the bill cycle are recorded here along with the invoice to which the payment was applied.
- **Date Posted**: The date you made the payment
- **Payment Method**: Check, credit card, or ACH
- **Invoice Cleared**: The invoice(s) to which the payment was applied
- **Amount**: The payment amount applied to the listed invoice

Other Charges & Credits

Other Charges & Credits				
Date Posted	Reason Code	Description	Invoice Cleared	Amount
04/01/13	Rental Tax Credit	Rental Tax Credit for	23131-HRCP	($0.60)
04/01/13	Incorrect Days Out	Rental Credit for	23131-HRCP	($10.00)
			Total Other Charges & Credits :	($10.60)

The **Other Charges & Credits** section details any credit or debit adjustments posted during the bill cycle.
- **Reason Code**: Tells you whether the adjustment is a credit or debit, and whether it is for tax or chassis rental
- **Description**: This may refer to a rental number
- **Invoice Cleared**: The invoice the credit or debit was applied to
- **Amount**: The amount of that adjustment - numbers in parentheses are negative, for credits
- The total amount matches the Other Charges & Credits section in the invoice summary.

CSV Detail File

	A	B	C	D	E	F	G	H	I	J	K	L	M
	Rental Number	Container Number	Chassis Number	Pickup Date	Return Date	Trip Pickup Loc	Trip Return Loc	Tax Rate	Shipping Line	BN/BOL	Billable Days	Rate	Trip Charge
	XXQI625383	OOLU000005-	OOLZ000005	4/10/2015	5/10/2015	USORFVITA	----------	6.00%	OOLU	OOLU000005-----	1	$13.15	$13.15
	XXQI625383	OOLU000005-	OOLZ000005	4/10/2015	5/10/2015	USORFVITA	----------	6.00%	OOLU	OOLU000005-----	1	$13.15	$13.15
	XXQI625383	OOLU000005-	OOLZ000005	4/10/2015	5/10/2015	USORFVITA	----------	6.00%	OOLU	OOLU000005-----	1	$13.15	$13.15
	XXQI625383	OOLU000005-	OOLZ000005	4/10/2015	5/10/2015	USORFVITA	----------	6.00%	OOLU	OOLU000005-----	1	$13.15	$13.15
	XXQI625383	OOLU000005-	OOLZ000005	4/10/2015	5/10/2015	USORFVITA	----------	6.00%	OOLU	OOLU000005-----	1	$13.15	$13.15
	XXQI625383	OOLU000005-	OOLZ000005	4/10/2015	5/10/2015	USORFVITA	----------	6.00%	OOLU	OOLU000005-----	1	$13.15	$13.15
	XXQI625383	OOLU000005-	OOLZ000005	4/10/2015	5/10/2015	USORFVITA	----------	6.00%	OOLU	OOLU000005-----	1	$13.15	$13.15
	XXQI625383	OOLU000005-	OOLZ000005	4/10/2015	5/10/2015	USORFVITA	----------	6.00%	OOLU	OOLU000005-----	1	$13.15	$13.15
	XXQI625383	OOLU000005-	OOLZ000005	4/10/2015	5/10/2015	USORFVITA	----------	6.00%	OOLU	OOLU000005-----	1	$13.15	$13.15
	XXQI625383	OOLU000005-	OOLZ000005	4/10/2015	5/10/2015	USORFVITA	----------	6.00%	OOLU	OOLU000005-----	1	$13.15	$13.15
	XXQI625383	OOLU000005-	OOLZ000005	4/10/2015	5/10/2015	USORFVITA	----------	6.00%	OOLU	OOLU000005-----	1	$13.15	$13.15

In addition to the summary PDF, you will also receive a comma-separated text file (.csv) detailing the charges billed during the cycle. This file may be imported into a spreadsheet for further analysis.

- **Rental Number**: This is the reference number of the entire rental for a single HRCP chassis. A rental may have one or many trips associated with it, depending on how long you continued to use the asset.
- **Container Number**: The container number associated with a particular billable trip within a rental. There may be several containers per rental.
- **Chassis Number**: The chassis you used for the rental. There is only one chassis per rental. When you return the chassis, the rental ends.
- **Pickup and Return Dates**: The days the container was picked up and returned. The return date on the last trip is the date you returned the chassis.
- **Pickup and Return Locations**: The start/stop locations where you picked up and dropped off the container. Here is a link to the code reference table.
- **Shipping Line**: The SCAC of the shipping line for whom you made the move.
- **BN/BOL**: The booking number or bill of lading associated with a given trip and container.
- **Billable Days**: Each billable day is given a single line item entry, so the value will be 1 for each line.
- **Rate**: The rate you are charges for each billed day. HRCP's current rate is $10 per day.
- **Trip Charge**: Billable Days x Rate.

Finding Statements on ChassisManager

The Billing menu contains everything you need to find and work with your billing account information. The user interface combines invoices, payments and adjustments under a single screen so everything is one place where you would expect to find it.
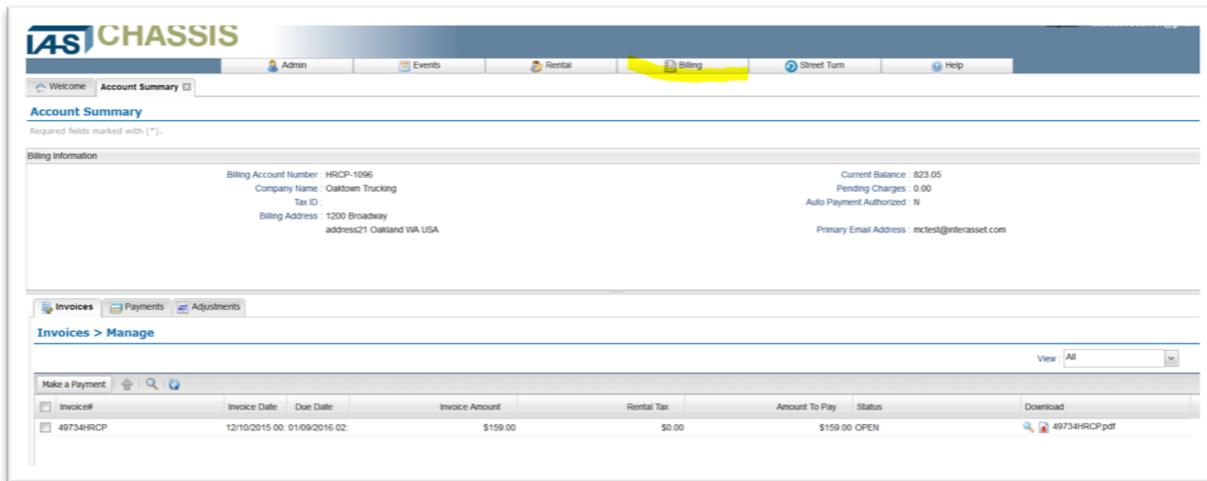
Under the Billing Menu you can:
- Quickly find your current balance.
- Lookup and review your invoices.
- Review account activity, past and present.
- Manage your credit/debit card and/or bank draft details
- Make payments online.

To locate your account summary, select BILLING | ACCOUNT SUMMARY.

Locating Invoices

The "Invoices" sub-tab on the Account Summary gives you ready access to the last 90 days of invoices on your account. To get a copy of an old invoice, sign in to your account summary and select the PDF you wish to download from the grid.

To locate invoices older than 90 days, select BILLING | SEARCH INVOICES.

Here you'll be able to select for a specific invoice number, date or date range, or invoice status.

Invoices remain in "Open" status until all usage has been paid or credits have been applied.

Making Payments

To make payment on an invoice using credit/debit card or bank draft, select an open invoice from your Invoices list and press the "Make Payment" button.

You will be presented with a form to verify the invoice details, payment amount and the payment instrument being used.

You have the option to:

1. Partial pay by adjusting the amount
2. Add notes or comments in the description field

When you commit the payment, refreshing the Invoices sub-tab will show you the updated status and "Amount to Pay" balance on the invoice.

Viewing Payments

To verify the payment, tab to the "Payments" sub-tab in the Account Summary and refresh the grid.

The Payments sub-tab displays the last 90 days of payments, most recent on top. When you use an on-line payment method, you can view your payments immediately after you make them. If you pay by check, payments will become visible when posted by the lessor's A/R clerks.

To locate information on an older payment, select BILLING | SEARCH PAYMENTS from the menu. Here you can search by a date or date range to locate additional payment activity.

Setting Up a Payment Instrument

Credit/Debit Card

At the billing menu, select BILLING | ADD CREDIT CARD. You'll be presented with a form to complete the credit/debit card information. Please check with your lessor to verify which cards they accept.

- Enter your name as it appears on your credit card
- Select your credit card type from the available options
- Enter your Credit Card Number
- Enter your credit card's expiration date in the format MM/YYYY (e.g. 02/2016 = February 2016)
- When you are done, click **Next**

Credit card entry is PCI security compliant. Your credit card information is encrypted and secure when passed to the system for authorization. IAS, its affiliates, and lessor partners do not have direct access to your credit information.

You may keep one credit/debit card on file for payments in ChassisManager. The most current entry will be used as the payment method on file.

Bank Draft (ACH or eCheck)

If your lessor accepts payment by ACH or eCheck through the ChassisManager payment gateway, you may use this payment option. Please confirm with your lessor if this method is acceptable.

At the billing menu, select BILLING | ADD BANK DRAFT. Complete the form with the required information.

- Enter your bank's 9-digit Routing Number
- Enter your Bank Account Number
- Employer Identification Number (EIN) is an optional entry. Some lessors may require an EIN reference for billing purposes.
- Enter the name of your bank
- Select whether the account type is checking or savings
- When you are done, click **Save**

Disputing Charges Post-Invoice

Should it become necessary to dispute a charge after bill cycle approvals and invoice distribution, please follow these instructions.

- Sign In to ChassisManager select RENTALS | SEARCH TRIPS
- Search by the invoice number in dispute
- Output the results and open in a spreadsheet
- In your Excel document, add two columns:
  - Dispute Reason
  - Amount Disputing
- Provide a dispute reason and amount for each row under dispute. All disputes on the invoice should be sent together even if the reasons are different.
- Save the file using the Invoice number in the file name as reference (e.g. 49763HRCP_20151221.xlsx).
- Email the document and attach any supporting documentation that will assist a speedy resolution to chassis@interasset.com

A support ticket will then be created where you can track the progress of your dispute. Inbound support inquiries are generally acknowledged and responded to within one business day.

If your dispute is resolved and results in a credit adjustment to your account, you will be able to view that transaction on your Account Summary in ChassisManager on the "Adjustments" sub-tab of the Account Summary.

To search for a credit by date or specific criteria, you may alternately use the BILLING | SEARCH ADJUSTMENTS menu.

Please note that lessors may have specific rules and restrictions concerning post-Invoice disputes. In general, lessors allow for 30 days' post bill cycle approval to accept a dispute. Should your request fall outside the lessor guidelines, you will be notified when your dispute ticket is reviewed.

Getting Help

Whether it's general assistance or technical support, IAS offers a variety of ways to help you with your ChassisManager needs. IAS uses a global system to track all issues and we are committed to addressing all service requests within 24 hours.

Online Support

Visit our support portal at http://iassupport.interasset.com/home. In the ChassisManager section you will find a library of articles and answers to Frequently Asked Questions.

If you cannot find an answer in the support forums, or if you have another technical issue requiring assistance, you can open a support ticket directly from the portal.

Whether you submit a support inquiry from the portal or via the chassis@interasset.com email, your request will be documented in a support ticket that can be tracked and monitored from this resource.

Training

IAS Support offers regularly scheduled, webinar-based training for new users and for current users who simply desire a refresh. Please check the support portal for a time that works with your schedule.

In many cases, IAS Support and the Pool Operator lessee for selected nominated accounts will facilitate new user training and orientation. Your account administrator will be contacted directly in these situations.

Please contact IAS Support for information about advanced, pay-per-incident training if specialized or on site knowledge transfer is desired.

Call or Email Us

IAS Support resources are available 24 hours per day.

Email	chassis@interasset.com
Phone	+1.510.844.3000 option #5

Glossary of Terms

Item	Description
Account Administrator	Any user granted Administrator permissions for an account. By default, the initial user is designated with administrator permissions. This user class is designated to receive all account updates and notifications on behalf of the registered organization.
BCO	Beneficial Cargo Owner
BCO Code	Code used by ChassisManager to identify the Beneficial Cargo Owner.
Billing	When invoice statements are sent to customers on the approved Chassis Pool Operator cycle.
Customer On-Boarding	The process of customer registration into the ChassisManager platform and Pool Operator acceptance of the registration.
EDI	Electronic data interchange
EIR	Equipment interchange receipt (which may be in electronic form)
Equipment Provider	General term often used in reference to Chassis Pool Operators or Equipment Lessors.
Event	Data representing the physical movement of equipment as reported by designated start/stop facilities. Events tracked are gates (gate out, gate in) and mounts (tie, untie)
Pick Up Date	Chassis activity indicating an out-gate date on a trip within a rental
Rating	Rating occurs when an open rental ends and enters into pre-invoice status, charges and bill to party then appear in the ChassisManager system.
Rental End Date	The date the chassis was returned and no longer billing at the daily rate, coincident with the return date of the last trip of the rental.
Rental Start Date	The date the chassis is initially released to the MOTOR CARRIER from a valid start location.
Return Date	Chassis activity indicating an in-gate date on a trip within a rental
SaaS	Software-as-a-Service
SCAC	Standard Carrier Alpha Code