

Carrier Ticket Guidelines



We want to pay you in a timely fashion! To avoid delays, please follow the process below:

FOR ALL ORDERS – Send all tickets

1. Add the Reliant Order # on each ticket for orders submitted. Please write this 7-digit number on the top right-hand corner of each ticket associated with each load. (ex. 0801000)
2. If there is a weight discrepancy of over 200 lbs, please contact your broker to notify them immediately. Loads with a 200 lb or more discrepancy will be held in Accounting until a resolution has been given to Accounting. Please work through your broker on this.
3. Loads cannot be settled until legible tickets are received.
4. Do not write the pay rates on tickets or trace over weights on tickets.
5. Detention needs to be coordinated and confirmed thru your broker prior to sending in tickets.
6. Limit your email submissions to 20 pages or less or it may not go directly into our work queue.
7. Please submit emailed invoices/tickets in PDF form or it may not go directly into our work queue.

*****Not All Tickets are Created Equal!!** Certain customers require Original Tickets to process payment! This will be noted on your dispatch information! Please see an example of load confirmation on the following page. It is important to **ONLY** send in originals when they are required! Please **DO NOT** scan copies **AND** send in originals. Keep copies for your records and send in the original tickets only!

The following are options for submitting COPIES of tickets! If originals are required, please only send in original tickets, do not send scans of any kind! This will delay your payment!***

Transflo Submissions – This is a free service!!

1. The cover sheet (enclosed) must be the first page included. (Feel free to make copies for future transmissions.)
2. You need to fill out the cover sheet with your carrier name and the Reliant Order #.
3. Only one order per transmission and one ticket per page.
4. There is a Transflo App **TRANSFLO** **MOBILE+** available for use as well, which can be found in your app store.

Email Submissions

1. Email tickets to tickets@reliant-transportation.com
2. Pictures via smart phones are not accepted. Please **download** a scanning app and utilize this to send in tickets via email. We recommend *CamScanner*, available for apple or android phones.
3. Review the quality of the scanned images for clarity prior to submitting to Reliant. Tickets that aren't legible cannot be settled. (Scan in black & white or grayscale)
4. Make sure you send in the scanned pages as a PDF! Tickets in non-PDF format do not transfer to our work queue, they can easily be missed!

Mail:

The mailing address for tickets is: **PO Box 67009, Lincoln, NE 68506**

We appreciate your efforts in making ticket processing more efficient and accurate. Please feel free to call us with any questions you may have!

P.O. Box 67009, Lincoln, NE 68526
(866) 525-6394