

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. 1360579)
2. If there is a weight discrepancy of over 500lbs (or the Rate Confirmation dictates a different discrepancy threshold), please contact your broker to notify them immediately. Loads with a weight discrepancy will be held in Accounting until a resolution has been reached. Please work through your broker on this.
3. Load payment date will be calculated on the date all paperwork is received in complete and legible form.
4. Do not write the pay rates on tickets or trace over weights on tickets.
5. Detention needs to be coordinated and confirmed through 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 will be rejected.
8. Please only have one ticket per page.

*****Originals Required Loads!!** Certain customers require **Original Tickets** to process payment! This will be noted on the dispatch information! It is important to **ONLY** send in originals when they are required! Please **DO NOT** mail or scan copies to Reliant. Keep copies for your records only and send in the original tickets!

Original Tickets sent via FedEx or UPS send to: Reliant Transportation, 4411 S 86th St, Lincoln, NE, 68526!

Original Tickets sent via USPS send to: Reliant Transportation, PO Box 67009, Lincoln, NE, 68506!

The following are options for submitting COPIES of tickets!

Email Submissions

1. All ticket paperwork must be submitted to: tickets@reliant-transportation.com. Submissions sent to dispatchers will not go into the settlement queue for processing.
2. Please download a scanning app and utilize this to send in tickets via email. *We recommend **CamScanner**, available for apple or android phones, more info on page 2.*
3. Review the quality of the scanned images for clarity prior to submitting to Reliant. Poor quality and/or partial paperwork will be rejected.
4. Please submit emailed invoices/tickets in PDF form or it will be rejected.

Transflo Submissions – This is a free service!!

1. The cover sheet must be the first page included. Please contact Reliant Accounting for a copy.
2. All Transflo submissions must be labeled with Carrier Name and Reliant Order# or it will be rejected.
3. Only one order per submission 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.

We appreciate your efforts in making ticket processing more efficient and accurate.

Please feel free to call us with any questions you may have!

4411 S 86th St, Lincoln, NE 68526
(866) 525-6394

Submitting Quality Tickets with a Smartphone

Tips for Taking Clear Photos of Tickets and Documents

1. Use a Flat Surface

Place your ticket or document on a flat, hard surface with no obstructions. Make sure it's smooth with no creases or wrinkles. Only photograph one page at a time to prevent any text from showing through.

2. Frame It Right

Fill the screen with the document but leave a small border around the edges. Avoid zooming in too close or being too far away.

3. Keep Your Camera Level

Hold your camera parallel to the document for the clearest image. Angles can make the text harder to read.

4. Good Lighting Matters

Use bright natural light when possible. If you're in a dark area or there's a shadow, turn on your camera's flash for even lighting.

We Recommend Using CamScanner for Better Document Photos

If you're using your smartphone to capture images of important documents like BOLs, invoices, and tickets, we highly recommend using the **CamScanner** app. This app helps you take clearer, high-quality photos that make it easier for our team and our customers to process your paperwork quickly. Better image quality means faster processing, fewer issues, and quicker payments.

Note: CamScanner offers in-app purchases, however, the free version should be sufficient for your needs if you follow the ticket photography tips outlined above.

How to Use CamScanner for Clearer Photos and Faster Payments

1. Download the CamScanner App

- Open your app store (Google Play for Android, App Store for iPhone).
- Search for "CamScanner" and download the app or use the QR code to the right.

2. Set Up the App

- Open the app once installed and allow it to access your camera.
- Follow the on-screen prompts to complete the setup.

3. Taking Photos with CamScanner

- Place your document on a flat surface with good lighting as mentioned in our previous tips.
- Open CamScanner, tap the camera icon, and take a photo of the document.

4. Use the Magic Color Filter

- After taking the photo, select the "**Magic Color**" filter to automatically improve the image's quality, making text clearer and more readable.

5. Save and Send

- Save the enhanced image as a PDF.
- Send the document directly from the app via the share button (pick your email app), or save it to your device to email it to us at Tickets@Reliant-Transportation.com



Scan the QR code
with your phone
to Get the app