

N&B Solae-Danisco CARRIER BILLING GUIDE

SHIPMENT INVOICES FOR ALL MODES

Version 1.0

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This guide has been developed for your reference when preparing freight invoices for N&B SOLAE-DANISCO. By defining the billing requirements for N&B SOLAE-DANISCO into an organized format, our intention is to provide you with a tool that, when utilized, will ensure that you know exactly what is required in order to submit a properly presented invoice that can be processed accurately and paid per contracted and/or tariff terms.

In this guide, you will also find instructions for using the Cass Information Systems computerized inquiry system to view status of your invoices and/or payment information. Additionally, there are separate sections indicating the actions required to correct an invoice that was rejected (hence, the bill was not paid).

We appreciate your cooperation in conforming to all billing requirements as specified in the N&B SOLAE-DANISCO contract. We believe that use of this manual will result in immediate benefits to you in the form of prompt payment.

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Transportation Method	Invoice Submission Method	
Rail	Paper	EDI

PAYMENT STATUS INFORMATION

Below is the escalation path that is to be followed regarding invoice processing inquiries (in order):

1. Check [CassPort Inquiry](#)
2. Double check if invoice was submitted correctly per the N&B SOLAE-DANISCO Billing Guide
3. Contact Cass Carrier Support: email: CarrierSupport@cassinfo.com/ phone: 314-506-5959
 - a. Standard time for response is approximately 2 business days

Below is an outline of the roles of the Cass/N&B SOLAE-DANISCO email addresses:

- N&B SOLAE-DANISCO Support, nbsolaedaniscosupport@cassinfo.com
 - Cass support of our mutual client, N&B SOLAE-DANISCO

BILLING REQUIREMENTS FOR INVOICES

CARRIER SETUP

Before Cass Information Systems can proceed with processing your freight invoices for payment, N&B SOLAE-DANISCO must communicate to Cass that we have permission to process your billing for payment through our system. In addition, N&B SOLAE-DANISCO will provide Cass with certain information necessary to properly audit your invoices and report payment data back into N&B SOLAE-DANISCO's internal database.

It is N&B SOLAE-DANISCO's responsibility to notify CASS when updates are made to the contracted rates.

It is the carrier's responsibility to:

- Work with CASS to set up EDI invoicing functionality
- Bill according to the contracted rates
- Create an account for CASSPort to obtain billing instructions and payment status information
- Call Cass Carrier Support, 314-506-5959, for payment status information

Invoices from Carriers not set up in CASS will reject with the "UNAUTHORIZED CARRIER" reason.

STANDARD BILLING INSTRUCTIONS

When submitting a freight bill or an invoice, the following information **MUST** appear on the document:

- The name of your company and the address, including city, state and zip code, to which payment should be remitted.
- A clearly labeled, unique pro/invoice number for each shipment, which can be entered during freight processing and will allow your company's collection department to apply payment.
- The freight term "prepaid" (P) or "collect" (C)
- Company SCAC code
- Appropriate mode of transportation
- The freight rate and dollar amount owed for each shipment per contracted rates.
- Freight charges and accessorial charges should be itemized in line with the appropriate dollar amounts according to contracted rates.
- The actual and billed weight where applicable
- Itemization of any accessorial charges clearly identified on the freight bill in accordance with Accessorial Charges Table
- The total dollar amount and billed weight of the freight bill should reflect the summation of line item dollar amounts and billed weights where applicable.
- The legal name, street address, city, state and zip code of the companies designated as the shipper, consignee and bill to (when applicable).

Additional information may be required based on your invoice submission method and/or transportation mode.

CARRIER INVOICE SUBMISSION INSTRUCTIONS

Types of invoices that can be processed via EDI for N&B SOLAE-DANISCO:

- Outbound prepaid shipments from all N&B SOLAE-DANISCO locations
- Inbound collect shipments to all N&B SOLAE-DANISCO locations

Types of invoices that must be submitted in hard copy to CASS:

- Corrected invoices
- Separately Billed Accessorial Charges
- Balance Due Bills
- Returns
- Summary Billings

Invoice Submission

Invoices must be properly submitted in order to begin processing. This means that each individual invoice and any required supporting documents (i.e., Bill of Lading (BOL), delivery receipt, etc.) must be attached; and multiple separate invoices (with or without supporting documents) cannot be submitted attached together. It is expected that all invoices are submitted in accordance with the billing expectations as noted in this Billing Guide, as well as any N&B SOLAE-DANISCO contract language.

If you are sending your invoices to Cass via **Paper**:

You must refer to the Paper Billing portions of this document for the applicable requirements.

If you are sending your invoices to Cass via **EDI**:

You must refer to the Electronic Billing portions of this document for the applicable transaction set to ensure that all electronic requirements are met.

If you are sending your invoices to Cass via the CassPort **Invoice Upload** tool:

You must first contact the Cass Carrier Support group (314-506-5959) to be setup with access to upload N&B SOLAE-DANISCO invoices via this tool, if you have not done so already. Additional Invoice Upload guidelines will also be provided.

Each invoice must be uploaded as its own separate document inclusive of all supporting documentation. Failure to meet this requirement will result in your invoices failing to process successfully.

To get setup to be able to upload N&B SOLAE-DANISCO invoices in CassPort, contact invoiceupload@cassinfo.com (standard turnaround time is 24-48 hours).

Invoice Mailing Instructions:

If Sent Directly to Cass:

Danisco
C/O Cass Information Systems
PO Box 67
St. Louis, MO 63166-067

- Or -

Solae
C/O Cass Information Systems
PO Box 67
St. Louis, MO 63166-067

PAYMENT INFORMATION AND INQUIRY

Remittance Advice Information

All freight bills processed by Cass Information Systems, Inc. for payment are reported individually to the submitting carrier with their check or ACH payment. Cass provides the following information to the carrier with each payment

- Carrier Remitting Location
- Freight Bill Pro/Invoice Number
- Freight Bill Amount Billed

- Freight Bill Amount Paid
- Freight Bill Amount Difference
- Any Deductions made resulting from corrections

Below is a sample of what your remittance advice may look like. Please note the key to see what each field represents. Details pertaining to rejected freight bills are available via the Cass website (<http://my.cassport.com>). For questions or issues regarding your payment remittance for N&B SOLAE-DANISCO invoices, contact CarrierSupport@cassinfo.com.

Key:

- A. Check Date/ACH Date
- B. Carrier Access Code (for use in the IVR phone system)
- C. Carrier Name
- D. Check Number
- E. Pro/Invoice Number
- F. Customer Code (for use in the IVR phone system)
- G. Customer Name
- H. Freight Bill Amount Adjustment Reason (if applicable)

A	B	C	D			
01/01/09	123456	ABC Trucking Co.	Chk # 999999			
E	F	G	H			
Pro Number	Shpr #	Customer	Amt Billed	Difference	Amt Paid	
1234	0999	"N&B SOLAE-DANISCO" [Business Unit name]	100.00	00.00	100.00	
5678	0999	"N&B SOLAE-DANISCO" [Business Unit name]	100.00	00.00	100.00	
3456	0999	"N&B SOLAE-DANISCO" [Business Unit name]	100.00	20.00	80.00	
H		Audit Charge: rate error [brief explanation of reason]				
Total			300.00	20.00	280.00	

A	B	C	D	E
Ship No	Shipper Name	Pro Number	Doc Number	Billed Amt
F	G	H	I	J
Adj Amt	Discounted Amt	Paid Amt	Note	Note2

OBTAINING PAYMENT INFORMATION

Carriers can check the status of their payment using one of the methods below.

1.) Internet Inquiry

How to use the Internet Inquiry System

1. Visit the CassPort Website at <http://my.cassport.com>. System is compatible with Internet Explorer 10 or higher.
2. Enter your login ID and password.
3. If you are not registered click on "Register Now", complete the form. You will receive your login and password, via e-mail with 2 business days.
4. After logging in you can choose to inquire on specific invoice numbers or run various reports.

Be sure to bookmark this page for easy reference in the future.

Advantages of Cass's Internet Inquiry System include:

- Available 24 hours a day, 7 days a week
- Password protection so that only you can look at the status of your freight bills
- Local phone calls to your Internet access provider eliminates long distance calls to Cass
- Multiple inquiries (up to 20 per search) can be made.
- More data is available to you, including more detailed reject reasons than the IVR.

2.) Payment Information Center

Additional Assistance from CASS Carrier Support team

- Dial (314)506-5959 (English) or (314)506-5770 (Spanish)
- Representatives are available from 8:00am until 5:00pm Central Time
- Have your questions ready to ask our Carrier Support Team
- There is a 5-question limit

PAPER INVOICING REQUIREMENTS

RAIL CARRIERS

INBOUND BILLING REQUIREMENTS: Carrier Pro/Invoice number Exceptions: The N&B SOLAE-DANISCO Shipment ID or the carrier's inbound "Matching" number is required to accomplish a match to the N&B SOLAE-DANISCO shipment file residing at Cass. If you are a carrier that matches to a N&B SOLAE-DANISCO shipment record with a value other than your invoice number (per N&B SOLAE-DANISCO contract), this "matching" number should be clearly present on your invoice. You must also provide your SCAC code.

OUTBOUND BILLING REQUIREMENTS: Invoice should reference one of the following numbers

1. Bill of Lading # (BOL #)
2. Reference #
3. Purchase Order Number (PO #)
4. SCAC Code

BALANCE DUE BILLING REQUIREMENTS: Carriers should submit all Balance Due invoices directly to Cass.

1. Inbound/Collect original Carrier Pro/Invoice number (See Inbound Billing Requirements for exceptions)
2. Outbound/Prepaid – original Invoice/Freight Bill Number SID#, BOL#, Reference #, or PO#
3. The balance due invoice must reference “Balance Due”, original amount billed, original amount paid and the balance due amount
4. If the carrier cannot create a systematic Balance Due invoice, a handwritten or manually adjusted invoice must be in the following format:
 - a. **“Balance Due”** must be clearly written on the invoice.
 - b. Original amount billed
 - c. Original amount paid
 - d. Balance due amount
 - e. SCAC Code
 - f. Carrier must sign balance due invoice with complete signature
 - g. Current Date
 - h. Write or sign carrier name

CORRECTED BALANCE DUE BILLING REQUIREMENTS: Carriers should submit corrected balance due invoices if additional charges were omitted from the original invoice and payment for the full or partial invoice has already been received. Hard copies of corrected balance due invoices should be submitted directly to Cass with “Corrected Balance Due” indicated on the top of the invoice along with all backup documentation and detail listed in the “Balance Due Billing Requirements” section.

Carriers should clearly define each line item on the invoice before submitting invoices to Cass.

SEPARATELY BILLED ACCESSORIAL CHARGE BILLING REQUIREMENTS:

1. Inbound/Collect – original Carrier Pro/Invoice number when applicable (See Inbound Billing Requirements for exceptions)
2. Outbound/Prepaid – original Invoice/Freight Bill Number SID#, B/L#, Reference #, or PO# when applicable (See Outbound Billing Requirements for exceptions)
3. Accessorial charges that require additional documentation:
 - a. Detention Charge:
 - i. Clearly state where the detention was incurred
 - ii. Appointment time (if applicable)
 - iii. Arrival time
 - iv. Departure Time
 - v. Free time allowed
 - vi. Amount of time billed as detention
 - vii. Rate for the detention charges.
 - b. Per Diem Charge:
 - i. Name, address, and phone number of the Dray Carrier
 - ii. Invoice Date
 - iii. Shipper (the name of the Ocean Carrier), Origin and Consignee
 - iv. Container #
 - v. The date IN and the date OUT
 - vi. # of Free Days
 - vii. Chargeable Days

- viii. # of days X Rate per day. Ex: 5 days@\$10,00/day
- ix. Copy of Ocean carrier's invoice

“SECTION 7” EDI INVOICING REQUIREMENTS

RAIL CARRIERS

Types of invoices that can be processed via EDI for N&B SOLAE-DANISCO:

- Outbound prepaid shipments from all N&B SOLAE-DANISCO locations
- Inbound collect shipments to all N&B SOLAE-DANISCO locations

Types of invoices that must be submitted in hard copy to CASS:

- Bills referencing Demurrage, Diversion, Switching, Reconsignment, Car Rental Charge, Car Order Cancelled, or Re-Weighing. (Note: These charges must be billed separate from the linehaul.)
- Balance Dues
- Separately Billed Accessorial Charges

Field Values for EDI Billing Elements

The following table of data element values and rules are to be used for preparation of N&B SOLAE-DANISCO EDI transmissions. Unless specified below, present the data elements with the values specified in standard EDI mapping – ensure to comply with ANSI standard syntax notes.

410 Identifier	Description	Value
Interchange Header - To be mutually defined between carrier and Cass EDI Services		
Functional Group Header		
GS02 (142)	Application Sender's Code	Mutually defined (usually SCAC)
GS03 (124)	Application Receiver's Code	Constant of "CASS147200"
B3B- Beginning Segment for Carrier Invoice		
B3B02 (146)	Ship Method of Payment	Valid values are "PP" (Prepaid); "CC" (Collect)
B3B03 (373)	Date	This field will contain the ship date.
B3B08 (145)	Shipment Identification Number	Outbound prepaid shipments: N&B SOLAE-DANISCO Shipment ID Number (SID). The SID must not exceed 12 positions. It is required for accomplishing a match to their shipment file residing at Cass. Inbound Shipments: N&B SOLAE-DANISCO P.O. number
N9- Reference Number Loop 0 (Optional)		
N901 (128)	Reference Number Qualifier	Valid value is "ZZ" if segment is sent

N902 (127)	Reference Number	For inbound collect shipments, a matching number to N&B SOLAE-DANISCO shipment file is required. This number must not exceed 12 positions. If you are a carrier that matches to a N&B SOLAE-DANISCO shipment record with a value other than your invoice number, this “matching” number should be sent in the N9 segment, with a qualifier of “ZZ”. If the N9 segment is not present for inbound shipments, it is assumed that the invoice number will be used for matching purposes.
<p>Note: The N&B SOLAE-DANISCO Shipment ID or the carrier’s inbound “matching” number (Invoice Number or value in the N9 segment above) are required for accomplishing a match to the N&B SOLAE-DANISCO shipment file residing at Cass. If the transmitted value does not find an exact match to the N&B SOLAE-DANISCO shipment file, the freight bill will be suspended and reviewed within Cass or N&B SOLAE-DANISCO prior to payment.</p>		
R2 – Route Information (Rule 11)		
R202 (140)	Route Type	R = Rule 11
R201 (133)	Routing Sequence SCAC Code	Provide SCAC & City for each route
R203 (19)	City Name	
N7 – Equipment Details		
N701 (206)	Equipment Initial	
N702 (207)	Equipment Number	Mandatory element in this segment
N711 (40)	Equipment Description Code	Code identifying type of equipment used for shipment
N715 (567)	Equipment Length	Length of equipment may play a role in rating and auditing the shipment.
N1, N3, N4- Shipper (Loop N1)		
N101 (98)	Entity ID Code	Valid value is “SH”
N102 (93)	Name	
N301 (166)	Address Information	
N401 (19)	City Name	
N402 (156)	State or Providence Code	
N403 (116)	Postal Code	
N1, N3, N4- Consignee (Loop N1)		
N101 (98)	Entity ID Code	Valid value is “CN”
N102 (93)	Name	
N301 (166)	Address Information	
N401 (19)	City Name	
N402 (156)	State or Providence Code	
N403 (116)	Postal Code	
L1- Rate and Charges		
L108 (150)	Special Charge or Allowance Code	Accessorial Charges are captured and validated for reporting to N&B SOLAE-DANISCO. Only five (5) accessorial codes and charges are allowed per invoice. Acceptable values are listed below:

		FUE – Fuel Surcharge HAZ – Hazardous Shipment
Note: The line-haul portion of the invoice may be identified as “BAS”. This will be not be considered an accessorial charge.		

Only accessorial charges permitted to be billed via EDI

Accessorial Charge Code	Accessorial Charge Description
APT	Appointment (Notification)
ARB	Arbitrary (In Addition to thro)
CUS	Customs Duty Charges
BOB	Deadhead Mileage Charge
DEM	Demurrage
DTU	Detention-Unloading
DIV	Diversion & Reconsignment
ANS	Handling Charges
HAZ	Hazardous Shipment
HWF	Hazardous Waste Fee
MCG	Misc. Shipment In or Outbound
BFD	Priority Service
SHU	Shuttle Service
SOC	Stop-off Charge
SRG	Storage Charge
STO	Storage-Assigned Rail Cars
SUR	Surcharge – Fuel
CLS	Surcharge O/T Fuel
SWC	Switching
SWI	Switching Intra Plant
VOR	Vehicle Ordered – Not Used

REFERENCE TABLES

INVOICE REJECT REASONS

Procedures for Handling Rejected Freight Invoices

As noted previously in this manual, when the defined billing guidelines are not met, Cass will be unable to process and pay your invoice. In most cases, the rejected invoice(s) will be rejected for correction by the carrier, advising you of the requirement(s) that was not met. The following steps should be taken when you have a rejected freight bill:

- Review the rejected invoice on CassPort (<http://my.cassport.com>) and read the reject message that appears (this describes the nature of the problem).
- Refer to this billing manual if you need further explanation as to what a particular reject message means. If you are still in need of assistance to understand why the bill was rejected, then contact Cass's Carrier Support team at 314-506-5959.
- Take the necessary steps to correct the billing and resend the invoice (along with all other required documentation) to Cass for reprocessing. Note: this would be a good time to review the billing guidelines in this document to ensure that all future invoices are submitted with all proper documentation and required information.

Below is a list of the various reject reasons that you may encounter when checking status of your freight invoices for payment processing. This details the reason that the bill was rejected, as well as the required action to correct the problem so that the bill may be processed for payment. Note that the reject reasons are listed in alphabetical order. You may click on the first letter of your reject reason to jump to that section.

[[A](#)] [[B](#)] [[C](#)] [[D](#)] [[E](#)] [[F](#)] [[G](#)] [H] [I] [J] [K] [[L](#)] [[M](#)] [[N](#)]
[[O](#)] [[P](#)] [Q] [[R](#)] [[S](#)] [[T](#)] [[U](#)] [V] [W] [X] [Y] [Z]

A

Reject Reason: **AU Customer Approval Required – Accessorial Charge Requires Customer Approval**

Definition: Certain charges (i.e., detention, waiting, storage), in any dollar amount, require N&B SOLAE-DANISCO’s review and authorization.

Suggested Action: The freight bill will be posted to Cass’s online Freight Bill Authorization Portal for N&B SOLAE-DANISCO’s review. N&B SOLAE-DANISCO will then either approve the bill for reprocessing or will reject the bill back to the carrier with instructions.

Reject Reason: **AU Customer Approval Required – No Rates for Billed Lane**

Definition: No rates for this lane are on file for this carrier for “N&B SOLAE-DANISCO”.

Suggested Action: The freight bill will be posted to Cass’s online Freight Bill Authorization Portal for “N&B SOLAE-DANISCO’s review. “N&B SOLAE-DANISCO” will then either approve the bill for reprocessing or will reject the bill back to the carrier with instructions.

Reject Reason: **AU Customer Approval Required – No Rates on File**

Definition: No rates are on file for this carrier for “N&B SOLAE-DANISCO”.

Suggested Action: The freight bill will be posted to Cass’s online Freight Bill Authorization Portal for “N&B SOLAE-DANISCO’s review. “N&B SOLAE-DANISCO” will then either approve the bill for reprocessing or will reject the bill back to the carrier with instructions.

Reject Reason: **AU Declined Balance Due Bill**

Definition: The original invoice was reduced to reflect the existing rate quoted, an incorrect discount was applied, or other non-contract charges were billed. The balance due invoice that was billed cannot be accepted and paid based on the rate information available. The auditor has declined issuing payment for the remainder billed.

Suggested Action: If you are not in agreement with the declined balance, then provide a copy of the current tariff/contract authority that justifies the open balance and resubmit the balance due bill directly to Cass Information Systems to the attention of the Auditing Department.

Reject Reason: AU Freight Bill Data Incomplete – Incorrectly Identified Destination Location

Definition: The account code provided in the EDI transmission for the destination location is not valid for the consignee name and address provided in the EDI transmission.

Suggested Action: Correct the bill and resubmit a copy of the invoice (and all other required docs) to Cass for payment processing.

Reject Reason: AU Freight Bill Data Incomplete – Incorrectly Identified Origin Location

Definition: The account code provided in the EDI transmission for the origin location is not valid for the shipper name and address provided in the EDI transmission.

Suggested Action: Correct the bill and resubmit a copy of the invoice (and all other required docs) to Cass for payment processing.

Reject Reason: AU Freight Bill Data Incomplete – Stop Off Detail Missing/Invalid

Definition: A stop off charge is listed on the invoice but the stop off information is missing. The stop off detail should include the stop off location name and full address.

Suggested Action: Correct the bill and resubmit a copy of the invoice (and all other required docs) to Cass for payment processing.

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B

Reject Reason: Backup Documentation (BOL) does not match invoice

Definition: N&B SOLAE-DANISCO Specialty Products has determined the information submitted on the invoice and the information on the bol does not match.

Suggested Action: Carrier to check the invoice and the bol and take corrective actions on the invoice if needed and resubmit the invoice to Cass for processing/payment.

Reject Reason: Backup Documentation not provided for processing of accessorial charges

Definition: Some accessories require backup documentation/approvals so that the charges can be audited/paid.

Suggested Action: Resubmit a copy of the invoice along with appropriate backup documentation showing the charges were approved.

Reject Reason: Billing Requirements Incomplete – A Bill of Lading is Required

Definition: An original or copy of the Bill of Lading and/or waybill must be attached to each paper freight bill. On consolidated orders, the master bill of lading or multiple bills of lading must be attached

Suggested Action: Resubmit a copy of the invoice along with an original or copy of the Bill of Lading and/or waybill attached. If unable to provide the document, then contact the “N&B SOLAE-DANISCO” location serviced to request a copy.

Reject Reason: Billing Requirements Incomplete – Accessorial Dollar Amount Not Listed or Illegible

Definition: The invoice did not clearly indicate the accessorial dollar amount to be paid, or the accessorial amounts are illegible.

Suggested Action: Correct the bill and resubmit a copy of the invoice (and all other required docs) to Cass for payment processing.

Reject Reason: Billing Requirements Incomplete – Bill of Lading is Illegible

Definition: The copy of the bill of lading that was provided by the carrier is illegible.

Suggested Action: Resubmit a copy of the invoice and legible Bill of Lading (and all other required docs) to Cass for payment processing.

Reject Reason: Billing Requirements Incomplete – Container Number on Invoice And Waybill Must Match

Definition: The container number on the carrier’s invoice does not match the container number on the carrier’s BOL that was provided.

Suggested Action: Correct the bill and resubmit a copy of the invoice (and all other required docs) to Cass for payment processing.

Reject Reason: Billing Requirements Incomplete – Invoices Must Be Billed in USD

Definition: The carrier provided the invoice in a currency other than USD.

Suggested Action: Correct the bill and resubmit a copy of the invoice (and all other required docs) to Cass for payment processing.

Reject Reason: Billing Requirements Incomplete – Total Dollar Amount Not Listed or Illegible

Definition: The invoice did not clearly indicate the total dollar amount to be paid, or the line-item charge amounts.

Suggested Action: Correct the bill and resubmit a copy of the invoice (and all other required docs) to Cass for payment processing.

Reject Reason: Billing Terms on Bill & B/L Don't Agree

Definition: The billing terms and/or instructions shown on the invoice do not match the billing terms and/or instructions shown on the bill of lading and/or waybill.

Suggested Action: Review the documents to ensure that your invoice matches the terms/instructions that are shown on the bill of lading and/or waybill, as that is the legal document. Correct the bill and resubmit a copy of the invoice (and all other required docs) to Cass for payment processing only if "N&B SOLAE-DANISCO" is the party on the bill of lading/waybill that is responsible for the payment of the shipment.

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C

Reject Reason: Carrier Remittance Information is Incomplete – Full Remittance Address with Zip Code is Required

Definition: In order to process and issues payments, the full carrier remittance address must be present on the freight bill.

Suggested Action: The carrier will be required to resubmit a new copy of the invoice (with its associated supporting documents attached) with the full remittance address clearly noted.

Reject Reason: Cass Not Authorized to Pay Freight Bills for this Company – Unauthorized Company Name

Definition: Cass is not authorized to pay freight bills for the company noted on the billing.

Suggested Action: The freight bill will be posted to Cass's online Freight Bill Authorization Portal for N&B SOLAE-DANISCO's review. N&B SOLAE-DANISCO will then either approve the bill for reprocessing or will reject the bill back to the carrier with instructions.

Reject Reason: Cass Not Authorized to Pay Freight Bills for this Company – Unable to Issue Payments in CAD Funds

Definition: Cass is not authorized to pay freight bills on behalf of N&B SOLAE-DANISCO Canada entities.

Suggested Action: Submit invoice to N&B SOLAE-DANISCO Canada at insert address

Reject Reason: Charges on Summary Bill are Invalid. Please Revise and Resubmit

Definition: N&B SOLAE-DANISCO Specialty Products has determined a charge on your invoice is invalid and will need to be removed.

Suggested Action: Carrier to remove the invalid charge(s) and resubmit invoice to Cass for processing and payment.

Reject Reason: Contained Invalid Information – EDI

Definition: This occurs when an EDI invoice does not contain valid data elements including, but not limited to: bill of lading number format, origin/destination geographical information, invalid billing terms, invalid account code values, incorrect accessorial charge codes, etc.

Suggested Action: Review the bottom section of the EDI image template that is available on CassPort, as this will give you the specific reason that the bill was not successfully processed. Correct the necessary data and then resubmit the invoice via EDI.

Reject Reason: Customer Approval Required – Storage Charges Require Approval

Definition: Invoices containing storage charges require “N&B SOLAE-DANISCO’s review and authorization.

Suggested Action: The freight bill will be posted to Cass’s online Freight Bill Authorization Portal for “N&B SOLAE-DANISCO’s review. “N&B SOLAE-DANISCO” will then either approve the bill for reprocessing or will reject the bill back to the carrier with instructions.

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D

Reject Reason: Documentation Missing or Illegible

Definition: The required documentation is missing or the documentation provided by the carrier is illegible.

Suggested Action: Resubmit the invoice with a legible copy of all other required docs to Cass for payment processing.

Reject Reason: Dollar Amount Missing or Illegible

Definition: The invoice is missing the dollar amounts or the invoice did not clearly indicate the dollar amounts to be paid.

Suggested Action: Correct the bill and resubmit a copy of the invoice (and all other required docs) to Cass for payment processing.

Reject Reason: Duplicate Freight Bill

Definition: Each freight invoice must reference a unique pro/invoice number. The number referenced on this bill has already been processed.

Suggested Action: If the invoice is a corrected bill, then resubmit a copy of the invoice that is for the remaining balance due portion only.

Reject Reason: N&B SOLAE-DANISCO Shipment ID# Not Valid. Please Provide a Copy of the N&B SOLAE-DANISCO Bill of Lading

Definition: Each freight invoice must reference a valid N&B SOLAE-DANISCO Shipment ID#.

Suggested Action: Carrier to resubmit invoice, along with it's associated bill of lading, back to Cass for processing/payment.

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E

Reject Reason: Exceeds Approved Maximum Amount

Definition: The total billed amount (or amount of a particular charge) exceeds the authorized dollar limit as indicated by “N&B SOLAE-DANISCO”.

Suggested Action: The freight bill will be posted to Cass’s online Freight Bill Authorization Portal for “N&B SOLAE-DANISCO’s review. “N&B SOLAE-DANISCO” will then either approve the bill for reprocessing or will reject the bill back to the carrier with instructions.

Reject Reason: Exceeds Ship Date Edit

Definition: Invoices for ship dates older than 24 months require “N&B SOLAE-DANISCO’s approval.

Suggested Action: The freight bill will be posted to Cass’s online Freight Bill Authorization Portal for “N&B SOLAE-DANISCO’s review. “N&B SOLAE-DANISCO” will then either approve the bill for reprocessing or will reject the bill back to the carrier with instructions.

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F

Reject Reason: Fails Customer Specified Edit

Definition: Information provided on the invoice or Bill of Lading and/or waybill is either missing or does not meet “N&B SOLAE-DANISCO’s specific data element edits. Invoices that reject for this reason are included, but not limited to: missing origin and/or destination postal/zip codes, missing the “N&B SOLAE-DANISCO” chargeable location on true third party shipments, invalid “N&B SOLAE-DANISCO” mode code listed, invalid bill of lading/waybill number format.

Suggested Action: The freight bill will be posted to Cass’s online Freight Bill Authorization Portal for “N&B SOLAE-DANISCO’s review. “N&B SOLAE-DANISCO” will then either approve the bill for reprocessing or will reject the bill back to the carrier with instructions.

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G

Reject Reason: Geographic Database Error – Internal to Cass

Definition: Cass maintains a database of geographical locations located throughout the world, which includes city name, state/province code (where applicable), country code, and postal code (where applicable). The invoice presented does not show a location that can be validated in the global geographical database.

Suggested Action: This reject reason is internal to Cass. There is no action is required by “N&B SOLAE-DANISCO” or the carrier. The bill should be reprocessed within 10 business days following the date it rejected for this reason.

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Reject Reason: Invalid Receiving Location

Definition: Cass validates all “N&B SOLAE-DANISCO” facilities that are listed as the receiving location against “N&B SOLAE-DANISCO’s authorized location table. Cass does not have the authority to process bills for the receiving location shown on the billing as a “N&B SOLAE-DANISCO” facility.

Suggested Action: The freight bill will be posted to Cass’s online Freight Bill Authorization Portal for “N&B SOLAE-DANISCO’s” review. “N&B SOLAE-DANISCO” will then either approve the bill for reprocessing or will reject the bill back to the carrier with instructions.

Reject Reason: Invalid Shipping Location

Definition: Cass validates all “N&B SOLAE-DANISCO” facilities that are listed as the shipping location against “N&B SOLAE-DANISCO’s authorized location table. Cass does not have the authority to process bills for the shipping location shown on the billing as a “N&B SOLAE-DANISCO” facility.

Suggested Action: The freight bill will be posted to Cass’s online Freight Bill Authorization Portal for “N&B SOLAE-DANISCO’s” review. “N&B SOLAE-DANISCO” will then either approve the bill for reprocessing or will reject the bill back to the carrier with instructions.

Reject Reason: Invalid Terms, Please Correct and Resubmit

Definition: N&B SOLAE-DANISCO Specialty Products has determined the invoice submitted has the incorrect payment terms.

Suggested Action: Carrier will need to review their invoice and backup documentation regarding the payment term submitted. The terms on the invoice will need to be updated and resubmitted to Cass with the correct payment term.

Reject Reason: Invoice Date Is In The Future

Definition: The invoice date provided on the carrier's invoice is after the current date.

Suggested Action: The freight bill will be posted to Cass's online Freight Bill Authorization Portal for "N&B SOLAE-DANISCO's" review. "N&B SOLAE-DANISCO" will then either approve the bill for reprocessing or will reject the bill back to the carrier with instructions. If the bill is rejected to the carrier, the carrier will need to correct the bill and resubmit a copy of the invoice (and all other required docs) to Cass for payment processing.

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L

Reject Reason: Lacking/Invalid Required Coding

Definition: When attempting to process the invoice, certain elements of manual Cass coding were left off of the invoice, which prevented it from completing the data entry phase of processing. The manual coding is mandatory in order to enter a freight bill into the system for payment processing.

Suggested Action: This reject reason is internal to Cass. There is no action required by "N&B SOLAE-DANISCO" or the carrier. The bill should be reprocessed within 10 business days following the date it rejected for this reason.

Reject Reason: Lacking Required Information

Definition: This occurs when an invoice or Bill of Lading and/or waybill does not provide Cass's data entry team with the required data elements including, but not limited to: carrier name, carrier remittance address, pro/invoice number, bill of lading number, complete origin/destination geographical information, etc.

Suggested Action: The freight bill will be posted to Cass's online Freight Bill Authorization Portal for "N&B SOLAE-DANISCO's" review. "N&B SOLAE-DANISCO" will then either approve the bill for reprocessing or will reject the bill back to the carrier with instructions. You will likely need to correct the invoice and/or Bill of Lading/waybill and resubmit the documents or EDI invoice to Cass for processing. You will need to reach out to "N&B SOLAE-DANISCO" if the Bill of Lading/waybill is the document that needs to be corrected.

Reject Reason: Line Item Amounts Do Not Equal Total

Definition: The sum of the line item charges did not equal the total freight bill amount.

Suggested Action: Verify the accuracy of the billed line item amounts for the invoice. Correct the amounts and resubmit the invoice to Cass for processing.

Reject Reason: Location Requirements Incomplete – Please Provide Complete Origin/Destination Information

Definition: Complete physical addresses of both the origin (shipper) and destination (consignee) are required.

Suggested Action: The freight bill will be posted to Cass’s online Freight Bill Authorization Portal for “N&B SOLAE-DANISCO’s” review. “N&B SOLAE-DANISCO” will then either approve the bill for reprocessing or will reject the bill back to the carrier with instructions.

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M

Reject Reason: Missort – Internal to Cass

Definition: During the pre-data entry process, the invoice was sorted to the incorrect “N&B SOLAE-DANISCO” Business Unit account, which prevented the bill from being successfully entered into the system.

Suggested Action: This reject reason is internal to Cass. There is no action is required by “N&B SOLAE-DANISCO” or the carrier. The bill should be reprocessed within 10 days following the date it rejected for this reason.

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N

Reject Reason: Non-N&B SOLAE-DANISCO Invoice. Rebill per Bill of Lading

Definition: This invoice has been determined by N&B SOLAE-DANISCO Specialty Products to not be their invoice.

Suggested Action: Resubmit a copy of the invoice (and all other required docs) to the appropriate company/bill to.

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O

Reject Reason: Out of Tolerance Amounts

Definition: The carrier's invoice has been rejected.

Suggested Action: Review the invoice on CassPort, click the globe icon (which will open a new window), and click on the "history" tab to view the details.

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P

Reject Reason: Prior Payment Against the Bill of Lading # – EDI

Definition: The invoice submitted is for one of the "N&B SOLAE-DANISCO" Business Units that send us their shipment records against which Cass is to make a match using the Bill of Lading information submitted with the carrier invoice prior to issuing payment. A prior payment has already been made against the referenced bill of lading number on this invoice.

Suggested Action: The freight bill will be posted to Cass's online Freight Bill Authorization Portal for "N&B SOLAE-DANISCO's review. "N&B SOLAE-DANISCO" will then either approve the bill for reprocessing or will reject the bill back to the carrier with instructions.

Reject Reason: Pro Number Illegible

Definition: The carrier's pro/invoice number was not clearly displayed on the freight bill.

Suggested Action: The carrier will need to resubmit a copy of the invoice (and all associated supporting documents) to Cass for processing – ensure that the invoice/pro number is legible prior to sending.

Reject Reason: Pro Number Not Listed

Definition: The carrier's pro/invoice number was missing or not clearly detectable on the freight bill.

Suggested Action: The carrier will need to resubmit a copy of the invoice (and all associated supporting documents) to Cass for processing – ensure that the invoice/pro number is clearly noted prior to sending.

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S

Reject Reason: Sep Billed Total Must Equal FB Amount Paid – EDI

Definition: The EDI invoice has been identified as an accessorial-only invoice; however, the line item(s) do not balance to the total invoice amount.

Suggested Action: The freight bill will be posted to Cass’s online Freight Bill Authorization Portal for “N&B SOLAE-DANISCO’s review. “N&B SOLAE-DANISCO” will then either approve the bill for reprocessing or will reject the bill back to the carrier with instructions.

Reject Reason: Suspended Pending Customer Authorization

Definition: Either 1) Cass is unable to make a successful match using the Bill of Lading number referenced in the freight billing against the shipment files that are sent to Cass for “N&B SOLAE-DANISCO”, 2) Cass is unable to validate certain location elements that are critical to processing, or 3) payments have already been made against the Bill of Lading number referenced in the freight bill.

Suggested Action: The freight bill will be posted to Cass’s online Freight Bill Authorization Portal for “N&B SOLAE-DANISCO’s review. “N&B SOLAE-DANISCO” will then either approve the bill for reprocessing or will reject the bill back to the carrier with instructions.

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T

U

Reject Reason: Unable to Determine Bill Liability – Unable to Determine which Division to Sort Bill

Definition: Cass cannot determine which “N&B SOLAE-DANISCO” Business Unit is responsible for the freight charges.

Suggested Action: The freight bill will be posted to Cass’s online Freight Bill Authorization Portal for “N&B SOLAE-DANISCO’s review. “N&B SOLAE-DANISCO” will then either approve the bill for reprocessing or will reject the bill back to the carrier with instructions.

Reject Reason: Unable to Determine Bill Liability - Invoice is Illegible

Definition: The copy of the invoice that was provided by the carrier is illegible.

Suggested Action: Resubmit a legible copy of the invoice (and all other required docs) to Cass for payment processing.

Reject Reason: Unable to Validate EDI Carrier’s Account Number

Definition: Cass cannot validate the customer location account number that was provided on this invoice and, therefore, cannot determine the N&B SOLAE-DANISCO.

Suggested Action: If you (the carrier) have a new customer location account number for a N&B SOLAE-DANISCO, then you will need to notify Cass with this information so that the account information can be added. Once that is complete, then the carrier will need to retransmit the affected invoice(s) via EDI.

Reject Reason: Unauthorized Carrier

Definition: “N&B SOLAE-DANISCO” provides Cass with a list of all freight carriers whose invoices can be processed for payment. The carrier noted on this invoice is not on “N&B SOLAE-DANISCO’s approved list.

Suggested Action: The freight bill will be submitted to “N&B SOLAE-DANISCO” for review. “N&B SOLAE-DANISCO” will then either approve the bill for reprocessing (either through Cass or via their internal accounts payable team) or will reject the bill back to the carrier with instructions.

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