



## Carrier Frequently Asked Questions

- Q) Where do I send my bills?**  
A) Send your bills directly to the office you booked the load with. To locate the office you booked the load with, check the upper left hand corner of your rate confirmation sheet and mail or fax it to the address there.
- Q) Can I fax in my bills or do I need to mail them?**  
A) It depends on the load. In some cases, good faxed copies will be accepted; e-mailed bills are often acceptable. Always discuss your options with the broker you worked with.
- Q) Does the Allen Lund Company offer electronic deposit?**  
A) Not yet, but this is a service that should be available soon.
- Q) How do I check my payment status?**  
A) Call the office you booked the load with. Have your Load ID number handy, which is available on the load confirmation sheet.
- Q) What are the Allen Lund Company's payment terms?**  
A) We pay net 14 days. Once clean bills of lading are received, the load will be processed and paid 14 days later.
- Q) Who do I talk to if there is a question about a deduction?**  
A) Call the office you booked the load with.
- Q) Does the Allen Lund Company offer Quick Pay.**  
A) The Allen Lund Company offers quick pay in the form of a Comchek.
- Q) Is there a fee for a Comchek /Quick Pay?**  
A) Yes, fees are 2% or \$25, which ever is greater.
- Q) How much can I get for a fuel advance?**  
A) 40%, after you have picked up.
- Q) Are there restrictions to receiving Comchecks /Quick pay?**  
A) Yes  
  1. If you factor your bills, you will have to get permission *in writing* from your factoring company allowing advances.
  2. Your paperwork will need to be filled out stating who may receive advances.
  3. On your first load with the Allen Lund Company you will only receive up to 70% via Comchek. The remaining 30% will be mailed to you in regular check form.
- Q) Why can I only get 70% on my first load?**  
A) This is required in order to verify mailing addresses needed for 1099's, which is required by the IRS.

- Q) What is the cut-off time for getting a Comchek settlement?**  
A) Please call by 4:30 p.m., which will provide the broker with enough time to enter and update any required information in order for the file to be invoiced and paid.
- Q) How do I get my password if I have forgotten it?**  
A) Contact Carrier Resources at (800) 811-0083, please have your MC# handy.
- Q) Can I get a dedicated lane?**  
A) This varies by office, start by contacting your local Allen Lund Company office.
- Q) Why didn't I receive a 1099?**  
A) There could be a number of reasons, the most common are:  
1. Your company is incorporated. 1099s are not sent to corporations.  
2. We do not have your current address  
3. We do not have a W-9 with your current tax status.
- Q) My question is not listed here, who can I call?**  
A) E-mail Carrier Resources at [carrierresources@allenlund.com](mailto:carrierresources@allenlund.com) or call (800) 811-0083,