

# Account on the Web Reference Guide



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**There are many  
benefits of our online  
workflow system,  
**AOW**,  
that make it easier for  
you to do business  
with Union Pacific.**

# Registration

A login form with a white background and a thin border. It contains the following elements:

- User ID:** A text input field.
- Password:** A text input field.
- Forgot password or User ID?:** A link in red text.
- Log In:** A button with a rounded rectangle and a thin border.
- Register to access Secure Tools, Applications and Reports to help simplify your business.** A paragraph of text.
- MyUPRR Login** with a small square icon to the right.

A registration form with a yellow header bar containing the Union Pacific logo and the text "Customer Registration". The main content area has a white background and a thin border. It contains the following elements:

- Apply For an Online User ID** (Section Header)
- To request a MyUPRR user ID and password, you must already be a customer of Union Pacific Railroad (your company is already shipping and receiving commercial freight via rail). A user ID and password will allow you to access our secure online tools to do business with us.** (Text)
- \*Is your company currently doing business with Union Pacific or has done so in the past?** (Text)
- Yes       No (Radio buttons)
- Next** (Blue button)

- If you currently do not have a User ID/Password, you can obtain one by going to [www.up.com](http://www.up.com), selecting “MyUPRR Login” and “Register”
- Complete the registration form
- You will receive a User ID and Password via email
- Enter your User ID and password to access AOW
- If you are unable to log on after three attempts, please contact our e-Commerce team at 1-800-872-1045

# Accessing your Accounts/Invoices



Account On the Web **Select Account [UPDS]**

Select Account Search Overview Administration Cancel Emulation Help

Emulated User: UPDS003-Julie Phillips

**Warning: Delinquent Invoices**

2 invoices totaling \$10,944.00 are beyond credit terms. Please give these invoices proper attention.

**Information: Refund Notice**

You have invoice(s) that are due a [Refund](#). Please click on above link to enter the refunds screen

Select Account

Account #	Acct Type	Description	Account Name	City	State	Total Open #	Total Amount Due Amount
1820	FRT	FRT	UNION PACIFIC DISTRIBUTION SERVICE	OMAHA	NE	342	\$ 3,292,404.64
45808	DET		UNION PACIFIC DISTRIBUTION	OMAHA	NE	0	\$ 0.00
103860	DET		UNION PACIFIC DISTRIBUTION	OMAHA	NE	0	\$ 0.00
104016	DET		UNION PACIFIC DISTRIBUTION	OMAHA	NE	0	\$ 0.00
153535	ASC		UNION PACIFIC DISTRIBUTION	OMAHA	NE	0	\$ 0.00
168810	DEM		UNION PACIFIC DISTRIBUTION	OMAHA	NE	0	\$ 0.00
47117	DET		UPDS NUMMI	OMAHA	NE	0	\$ 0.00
47153	DET		UPDS AUTOS	OMAHA	NE	0	\$ 0.00

- AOW allows you to view a summary of all accounts assigned to your User ID - displaying total open invoices and total amounts due
- This screen will also display any Delinquent Totals as well as Notices of Refunds
- A link is provided to process the refund and will be explained later in the manual
- To view your invoices, select an account number

# Viewing Invoices



**Account On the Web New Invoices [UPDS]**
Current User: ACUS037 (XTEST) [Logout >](#)

[Select Account](#) [Search](#) [Overview](#) [Administration](#) [Cancel Emulation](#) [Help](#)

User Role: Super User      Account #: 1820 - FRT      Emulated User: UPDS003-Julie Phillips      Emulated Org ID: 142

New (335)
Rebills (4)
Pended (0)
Authorized (2)
Scheduled (0)
Disputed (1)
All (342)

[Column Display Control](#)

<input type="checkbox"/> Invoice #	Inv Date	Due Date	Amount Due	Cust Reference #	Equipment ID	Waybill #	Ship Date	Aging	Commodity	Shipper N
<input type="checkbox"/> 237198114	09/21/2009	07/10/2009	\$4,395.00	77143	FBOX 502694	300124	05/18/2009	55	2631114	SIMPSON TACOMA KR
<input type="checkbox"/> 237547027	06/15/2009	07/10/2009	\$6,549.00	LW089560	HS 470782	566934	06/11/2009	30	2631117	CLEARWATER PAPER
<input type="checkbox"/> 237209262	05/21/2009	07/20/2009	\$4,395.00	77231	FBOX 502711	307810	05/19/2009	55	2631114	SIMPSON TACOMA KR
<input type="checkbox"/> 237254554	05/22/2009	07/21/2009	\$4,395.00	77399	FBOX 502238	349209	05/22/2009	54	2631114	SIMPSON TACOMA KR
<input type="checkbox"/> 237428705	06/08/2009	08/07/2009	\$5,101.00	CB037333	TBOX 660334	517591	06/06/2009	37	2631117	CLEARWATER PAPER
<input type="checkbox"/> 237468009	06/08/2009	08/07/2009	\$10,423.00	77995	FBOX 504036	521480	06/08/2009	37	2631117	SIMPSON TACOMA KR
<input type="checkbox"/> 237472218	06/08/2009	08/07/2009	\$5,809.00	1122440	UP 210216	469051	06/02/2009	37	3312340	TERNIUM USA INC
<b>UP Comment:</b> 06/08/09-12:47 UPDS SiWermer 6.8.09										
<input type="checkbox"/> 237456490	06/08/2009	06/07/2009	\$9,369.00	335629	ARMN 933995	507892	06/05/2009	37	0121410	SUNKIST GROWERS I
<input type="checkbox"/> 237480253	06/09/2009	08/08/2009	\$6,790.00	LW089630	TBOX 660548	517673	06/06/2009	36	2631117	CLEARWATER PAPER
<input type="checkbox"/> 237513960	06/11/2009	08/10/2009	\$6,540.00	17017	ARMN 762379	559465	06/10/2009	34	0119510	RIGBY PRODUCE INC
<input type="checkbox"/> 237551905	06/15/2009	08/14/2009	\$5,851.00	21717	ARMN 725028	599020	06/13/2009	30	0119510	KIRSCHENMAN ENTERI
<input type="checkbox"/> 237547024	06/15/2009	08/14/2009	\$6,549.00	LW089559	HS 470781	575301	06/11/2009	30	2631117	CLEARWATER PAPER
<input type="checkbox"/> 237547010	06/15/2009	08/14/2009	\$6,790.00	LW089534	HS 470724	569668	06/11/2009	30	2631117	CLEARWATER PAPER
<input type="checkbox"/> 237547013	06/15/2009	08/14/2009	\$6,790.00	LW089489	HS 470734	559355	06/10/2009	30	2631117	CLEARWATER PAPER
<input type="checkbox"/> 237552756	06/15/2009	08/14/2009	\$10,028.00		ARMN 764226	599138	06/13/2009	30	0119510	BIDART BROTHERS
<input type="checkbox"/> 237532974	06/15/2009	08/14/2009	\$8,987.00		ARMN 992106	575798	06/11/2009	30	0121410	SUNKIST GROWERS I
<input type="checkbox"/> 237580895	06/16/2009	08/15/2009	\$4,750.00	14890	ARMN 768406	604734	06/15/2009	29	0119510	FLOYD WILCOX & SO

Actions for selected invoices must be completed before leaving this page

1 2 3 4

Pend Dispute Authorize Remittance Detail Print Export Full Export XML Bill of Lading

- Select new invoices, rebills, pended, etc. all at one location by selecting the appropriate tab
- View/Print an individual invoice by selecting the invoice number
- View your EDI Bill of Lading information
- Export invoice data to Microsoft Excel® and/or all shipment information using the “Full Export” option
- Print, dispute, authorize and/or pay multiple invoices at one time
- Select/Deselect 100 invoices by selecting the check box located at the top of the Invoice # column

# Column Display Control



Account On the Web New Invoices [UPDS] Current User: ACUS037 (XTEST) [Logout](#)

Select Account Search Overview Administration Cancel Emulation Help

Column Display Control

Invoice #	Inv Date	Due Date	Amount Due	Cust Reference #	Equipment ID	Waybill #	Ship Date	Aging	Commodity	Shipper N
237731332	06/26/2009	08/25/2009	\$18,061.33	3580011521	TTYX 354070	145404	06/26/2009	19	3511206	TRANSPORTATION TE
237731331	06/26/2009	08/25/2009	\$18,061.33	3580011521	TTYX 353707	145402	06/26/2009	19	3511206	TRANSPORTATION TE
237731330	06/26/2009	08/25/2009	\$18,061.33	3580011521	TTYX 354059	145397	06/26/2009	19	3511206	TRANSPORTATION TE
237731329	06/26/2009	08/25/2009	\$18,061.33	3580011521	TTYX 354127	145396	06/26/2009	19	3511206	TRANSPORTATION TE
237731328	06/26/2009	08/25/2009	\$18,061.33	3580011521	TTYX 354090	145392	06/26/2009	19	3511206	TRANSPORTATION TE

Column Control

Control Column Display and Display Order(New)

Available Columns: [Empty]

Selected Columns: Invoice #, Inv Date, Due Date, Amount Due, Cust Reference #, Equipment ID, Waybill #, Ship Date, Aging, Commodity, Shipper Name, Consignee Name

Move Up, Move Down

Apply, Cancel

- Allows you to customize your view by selecting data important to your business
- Select “Column Display Control” located beneath the row of tabs
- Select the columns you would like to view by choosing the arrow options
- Customize the order in which you view the columns by choosing the “Move Up” or “Move Down” buttons
- Select “Apply”

# Filtering Invoices



Account On the Web New Invoices [UPDS] Current User: ACUS037 (XTEST) [Logout](#)

Select Account Search Overview Administration Cancel Emulation Help

User Role: Super User Account #: 1820 - FRT Emulated User: UPDS003-Julie Phillips Emulated Org ID: 142

New (335) Rebills (4) Pending (0) Authorized (2) Scheduled (0) Disputed (1) All (342)

Column Display Control



Invoice #	Inv Date	Due Date	Amount Due	Cust Reference #	Equipment ID	Waybill #	Ship Date	Aging	Commodity	Shipper #
237731322	06/26/2009	08/25/2009	\$18,061.33	3580011521	TTYX 354070	145404	06/26/2009	19	3511206	TRANSPORTATION TE
237731331	06/26/2009	08/25/2009	\$18,061.33	3580011521	TTYX 353707	145402	06/26/2009	19	3511206	TRANSPORTATION TE
237731330	06/26/2009	08/25/2009	\$18,061.33	3580011521	TTYX 354059	145397	06/26/2009	19	3511206	TRANSPORTATION TE
237731333	06/26/2009	08/25/2009	\$18,061.33	3580011521	TTYX 354127	145396	06/26/2009	19	3511206	TRANSPORTATION TE
237731324	06/26/2009	08/25/2009	\$18,061.33	3580011521	TTYX 354090	145392	06/26/2009	19	3511206	TRANSPORTATION TE
237731403	06/26/2009	08/25/2009	\$18,061.33	3580011521	TTYX 353863	145391	06/26/2009	19	3511206	TRANSPORTATION TE
237731370	06/26/2009	08/25/2009	\$18,061.33	3580011521	TTYX 354128	145376	06/26/2009	19	3511206	TRANSPORTATION TE
237731404	06/26/2009	08/25/2009	\$18,061.33	3580011521	TTYX 354128	145376	06/26/2009	19	3511206	TRANSPORTATION TE
237731342	06/26/2009	08/25/2009	\$18,061.33	3580011521	TTYX 354128	145376	06/26/2009	19	3511206	TRANSPORTATION TE
237731341	06/26/2009	08/25/2009	\$18,061.33	3580011521	TTYX 354128	145376	06/26/2009	19	3511206	TRANSPORTATION TE

User Role: Super User Account #: 1820 - FRT Last Visited Tab: New Emulated User: UPDS003-Julie Phillips Emulated Org ID: 142

New (335) Rebills (4) Pending (0) Authorized (2) Scheduled (0) Disputed (1) All (342)

Column Display Control

Invoice #	Inv Date	Due Date	Amount Due	Cust Reference #	Equipment ID	Waybill #	Ship Date	Aging	Commodity	Shipper #
237547022	06/15/2009	07/10/2009	\$6,549.00	LW089560	HS 470782	566934	06/11/2009	30	2631117	CLEARWATER PAPER
237478705	06/08/2009	08/07/2009	\$5,101.00	CB037333	TBOX 660334	517591	06/06/2009	37	2631117	CLEARWATER PAPER
237472218	06/08/2009	08/07/2009	\$5,809.00	1122440	UP 210216	469051	06/02/2009	37	3312340	TERMIUM USA INC
UP Comment 06/08/09-12:47 UPDS SWerner 6.8.09										
237456490	06/08/2009	08/07/2009	\$9,369.00	335629	ARMN 933995	507892	06/05/2009	37	0121410	SUNKIST GROWER
237468008	06/08/2009	08/07/2009	\$10,423.00	77995	FBOX 504036	921480	06/08/2009	37	2631117	SIMPSON TACOMA
237480253	06/09/2009	08/08/2009	\$6,790.00	LW089630	TBOX 660548	517673	06/06/2009	36	2631117	CLEARWATER PAPER
237513960	06/11/2009	08/10/2009	\$6,540.00	17017	ARMN 762379	559465	06/10/2009	34	0119510	RIGBY PRODUCE I

- You have the ability to filter each column to view specific information
- To view the invoices during a certain period, select the filter icon 
- After filter criteria is input only selected criteria will be displayed
- To remove a filter, select the clear filter icon 

# Sorting Invoices



Account On the Web New Invoices [UPDS] Current User: ACUS037 (XTEST) Logout

Select Account Search Overview Administration Cancel Emulation Help

User Role: Super User Account#: 1820 - FRT Last Visited Tab: New Emulated User: UPDS003-Julie Phillips Emulated Org ID: 142

New (335) Rebills (4) Pending (0) Authorized (2) Scheduled (0) Disputed (1) All (342)

Column Display Control

Invoice #	Inv Date	Due Date	Amount Due	Cust Reference #	Equipment ID	Waybill #	Ship Date	Aging	Commodity	Shipper
<input type="checkbox"/> 237731382	06/26/2009	08/25/2009	\$18,061.33	3580011521	TTYX 353104	145386	06/26/2009	19	3511206	TRANSPORTATION
<input type="checkbox"/> 237731383	06/26/2009	08/25/2009	\$18,061.33	3580011521	TTYX 165244	145393	06/26/2009	19	3511206	TRANSPORTATION
<input type="checkbox"/> 237731384	06/26/2009	08/25/2009	\$18,061.33	3580011521	TTYX 353069	145403	06/26/2009	19	3511206	TRANSPORTATION
<input type="checkbox"/> 237731385	06/26/2009	08/25/2009	\$18,061.33	3580011521	TTYX 353107	145378	06/26/2009	19	3511206	TRANSPORTATION
<input type="checkbox"/> 237731386	06/26/2009	08/25/2009	\$18,061.33	3580011521	TTYX 353133	145400	06/26/2009	19	3511206	TRANSPORTATION
<input type="checkbox"/> 237731387	06/26/2009	08/25/2009	\$18,061.33	3580011521	TTYX 353110	145395	06/26/2009	19	3511206	TRANSPORTATION
<input type="checkbox"/> 237731403	06/26/2009	08/25/2009	\$18,061.33	3580011521	TTYX 353863	145391	06/26/2009	19	3511206	TRANSPORTATION
<input type="checkbox"/> 237731404	06/26/2009	08/25/2009	\$18,061.33	3580011521	TTYX 353497	145410	06/26/2009	19	3511206	TRANSPORTATION
<input type="checkbox"/> 237731987	06/26/2009	08/25/2009	\$4,577.00	MHF 23	TTPX 806526	145819	06/26/2009	19	2499615	HUMBOLDT FLAKEE
<input type="checkbox"/> 237732420	06/26/2009	08/25/2009	\$8,872.00	4839	TTZX 865313	147075	06/26/2009	19	3275440	SERIOUS MATERIA
<input type="checkbox"/> 237732783	06/26/2009	08/25/2009	\$9,021.00	4903	AOK 29319	147337	06/26/2009	19	3275440	SERIOUS MATERIA
<input type="checkbox"/> 237732818	06/26/2009	08/25/2009	\$7,423.00	SO-00018753	GNWR 19766	147560	06/26/2009	19	2033615	SK FOODS LP
<input type="checkbox"/> 237733371	06/26/2009	08/25/2009	\$3,670.00	0500097607	NOKL 735469	149147	06/26/2009	19	2421170	WEYERHAEUSER NF
<input type="checkbox"/> 237733758	06/26/2009	08/25/2009	\$3,282.79	326688	CHTT 360250	149779	06/26/2009	19	3312468	NUCOR STEEL-UTA
<input type="checkbox"/> 237733785	06/26/2009	08/25/2009	\$4,750.00	25248	ARMN 922025	149614	06/26/2009	19	0119510	SUN RIVER OF IDA
<input type="checkbox"/> 237733822	06/26/2009	08/25/2009	\$7,423.00	SO-00018756	CSXT 142697	149214	06/26/2009	19	2033615	SK FOODS LP
<input type="checkbox"/> 237733905	06/26/2009	08/25/2009	\$3,487.89	326637	MP 650795	149857	06/26/2009	19	3312468	NUCOR STEEL-UTA
<input type="checkbox"/> 237734013	06/26/2009	08/25/2009	\$3,384.00	KDC-161-2	UP 72917	149482	06/26/2009	19	1491970	CORNERSTONE INC

Actions for selected invoices must be completed before leaving this page

- Invoices are listed in ascending order by due date
- Any column may be sorted by selecting the arrow in the column title
- To remove the sort, click on the arrow a second time

# EDI Bill of Lading



New (335) Rebills (4) Pending (0) Authorized (2) Scheduled (0) Disputed (1) All (342)

Column Display Control

Invoice #	Inv Date	Due Date	Amount Due	Cust Reference #	Equipment ID	Waybill #	Ship Date	Aging	Commodity	Shipper N
237524271	06/15/2009	08/14/2009	\$8,987.00		ARMN 592106	575798	06/11/2009	31	0121410	SUNKIST GROWERS I
237580859	06/16/2009	08/15/2009	\$4,750.00	14890	ARMN 768406	604734	06/15/2009	30	0119510	FLOYD WILCOX & SOI
237588230	06/16/2009	08/15/2009	\$5,438.00	78480	FBOX 504950	619254	06/16/2009	30	2631117	SIMPSON TACOMA KR
237584790	06/16/2009	08/15/2009	\$6,324.00	457052	ARMN 762032	615446	06/16/2009	30	0119510	POTANDON PRODUCE
237506312	06/17/2009	08/16/2009	\$3,615.00	169770	ARMN 902134	636903	06/17/2009	29	0119510	WADA FARMS POTATC
237501615	06/17/2009	08/16/2009	\$5,438.00	78534	FBOX 502061	630390	06/17/2009	29	2631117	SIMPSON TACOMA KR
237610122	06/18/2009	08/17/2009	\$7,773.00	5903	ARMN 767187	641917	06/17/2009	28	0119510	IDAHO POTATO PACK
237624932	06/19/2009	08/18/2009	\$4,125.00	31247	TTZX 86083	658835	06/18/2009	27	2421170	AMERICAN INTERNATI
237636503	06/19/2009	08/18/2009	\$4,750.00	25235	ARMN 933968	668871	06/19/2009	27	0119510	SUN RIVER OF IDAHO
237627081	06/19/2009	08/18/2009	\$4,750.00	33884	ARMN 767020	633128	06/17/2009	27	0119510	SUN VALLEY POTATOE
237640937	06/22/2009	08/21/2009	\$3,615.00		ARMN 933953	676324	06/19/2009	24	0119510	PLEASANT VALLEY PO
237641660	06/22/2009	08/21/2009	\$3,615.00	42202/42203/42204	ARMN 766233	664422	06/19/2009	24	0119510	SUN GLO OF IDAHO I
237553337	06/22/2009	08/21/2009	\$4,090.00	270	EEC 5494	56806	06/17/2009	24	3233125	ALMACENADORA MERI
237640937	06/22/2009	08/21/2009	\$10,028.00		ARMN 764287	676325	06/19/2009	24	0119510	BIDART BROTHERS
237648020	06/22/2009	08/21/2009	\$6,324.00	246740	ARMN 767237	678718	06/20/2009	24	0119510	POTANDON PRODUCE
237667606	06/23/2009	08/21/2009	\$5,763.00	78706	FBOX 505116	687256	06/22/2009	24	2631117	SIMPSON TACOMA KR
237663165	06/22/2009	08/21/2009	\$5,763.00	78698	FBOX 502170	681974	06/22/2009	24	2631117	SIMPSON TACOMA KR
237663164	06/22/2009	08/21/2009	\$5,763.00	78693	FBOX 502005	681946	06/22/2009	24	2631117	SIMPSON TACOMA KR

Actions for selected invoices must be completed before leaving this page

1 2 3 4

EDI - Bill of Lading

EDI Transmission Data

Equipment Initial: HCGU	Equipment Number: 738570
-------------------------	--------------------------

```

ST*417*42860001
BX*00*X*11*000101020520160713170519*FXE*L*W*N
BNX*****
N9*BM*NONE**20160713*1712*CT
N9*BN*NONE**20160713*1712*CT
N9*DO*FXSAP*0063046372*20160713*1712*CT
DTM*168*20160713*1713
N7*HCGU*738570*2205*N*3968*****CN****2000*A*****U223
M7*FXE2890800
F9*65434*LA CAMPANA*SO*****932152
D9**NOGALES*AZ*****799898
N1*SH*UNION PACIFIC DE MEXICO
N3*RUBEN DARIO
N4*CAMPANA*SO*11580
N1*CN*CYANCO COMPANY, LLC
N3*5505 CYANCO DRIVE
N4*NOGALES*AZ*89445
N1*11*UPL0GMEXICO
N3*RUBEN DARIO NO 281*5552798600
N4*MEXICO*DF*11580*MX
BL*RC*40025*40025*NOGALES*AZ***NOGALES*AZ**UP
R2*FXE*R*NOGAL**45
R2*UP*1
LK*O
LS*1*CONTAINERS,DEMOUNTABLE TRAILER BODY OR FLEXI-VAN,*4221130*IT
LO*1***2205*E**1*UNT
SE*27*42860001

ST*417*37000001
BX*00*X*11*000101020520160713170519*FXE*L*W*N
BNX*****
N9*BM*NONE**20160713*1712*CT
N9*BN*NONE**20160713*1712*CT
N9*DO*FXSAP*0063046372*20160713*1712*CT
DTM*168*20160713*1712*CT
N7*HCGU*738570*5512*N*3968*****CN****2000*A*****U223
M7*FXE2890800
F9*65434*LA CAMPANA*SO
D9*40025*NOGALES*AZ*****799898
N1*SH*UNION PACIFIC DE MEXICO
N3*RUBEN DARIO*818687100
N4*CAMPANA*SO*11580
    
```

EDI Bill of Lading information is available up to **60 days** after the invoice date



# Disputing Unpaid Invoices



New (335) Rebills (4) Pending (0) Authorized (2) Scheduled (0) Disputed (1) All (342)

Column Display Control

<input type="checkbox"/> Invoice #	Inv Date	Due Date	Amount Due	Cust Reference #	Equipment ID	Waybill #	Ship Date	Aging	Commodity	Shipper Ni
<input checked="" type="checkbox"/> 23781380	07/14/2009	09/12/2009	\$4,539.00	2000278	CRLE 7474	187143	06/30/2009	2	2421170	STIMSON LUMBER CC
<input checked="" type="checkbox"/> 23782129	07/14/2009	09/12/2009	\$6,979.00	80906/E08238-101	EEC 660	217333	07/02/2009	2	2033615	INGOMAR PACKING C
<input checked="" type="checkbox"/> 23782130	07/14/2009	09/12/2009	\$6,979.00	80905/E08238-100	EEC 1057	217248	07/02/2009	2	2033615	INGOMAR PACKING C
<input checked="" type="checkbox"/> 237821416	07/14/2009	09/12/2009	\$10,050.00	3580011521	TTYX 76766	193368	06/30/2009	2	3511207	SIEMENS ENERGY INC
<input checked="" type="checkbox"/> 237821420	07/14/2009	09/12/2009	\$10,050.00	3580011521	TTYX 77368	193375	06/30/2009	2	3511207	SIEMENS ENERGY INC
<input type="checkbox"/> 237821422	07/14/2009	09/12/2009	\$10,050.00	3580011521	TTYX 77399	193377	06/30/2009	2	3511207	SIEMENS ENERGY INC
<input type="checkbox"/> 237821424	07/14/2009	09/12/2009	\$10,050.00	3580011521	TTYX 79521	193382	06/30/2009	2	3511207	SIEMENS ENERGY INC
<input type="checkbox"/> 237821426	07/14/2009	09/12/2009	\$10,050.00	3580011521	TTYX 76275	193365	06/30/2009	2	3511207	SIEMENS ENERGY INC
<input type="checkbox"/> 237821428	07/14/2009	09/12/2009	\$10,050.00	3580011521	TTYX 77060	193371	06/30/2009	2	3511207	SIEMENS ENERGY INC
<input type="checkbox"/> 237821436	07/14/2009	09/12/2009	\$10,050.00	3580011521	TTYX 79556	193384	06/30/2009	2	3511207	SIEMENS ENERGY INC
<input type="checkbox"/> 237821435	07/14/2009	09/12/2009	\$10,050.00	3580011521	TTYX 79531	193383	06/30/2009	2	3511207	SIEMENS ENERGY INC
<input type="checkbox"/> 237821434	07/14/2009	09/12/2009	\$10,050.00	3580011521	TTYX 79513	193381	06/30/2009	2	3511207	SIEMENS ENERGY INC
<input type="checkbox"/> 237821433	07/14/2009	09/12/2009	\$10,050.00	3580011521	TTYX 77453	193379	06/30/2009	2	3511207	SIEMENS ENERGY INC
<input type="checkbox"/> 237821432	07/14/2009	09/12/2009	\$10,050.00	3580011521	TTYX 77423	193380	06/30/2009	2	3511207	SIEMENS ENERGY INC
<input type="checkbox"/> 237821431	07/14/2009	09/12/2009	\$10,050.00	3580011521	TTYX 77082	193373	06/30/2009	2	3511207	SIEMENS ENERGY INC
<input type="checkbox"/> 237821430	07/14/2009	09/12/2009	\$10,050.00	3580011521	TTYX 77397	193376	06/30/2009	2	3511207	SIEMENS ENERGY INC
<input type="checkbox"/> 237821429	07/14/2009	09/12/2009	\$10,050.00	3580011521	TTYX 77071	193372	06/30/2009	2	3511207	SIEMENS ENERGY INC
<input type="checkbox"/> 237821427	07/14/2009	09/12/2009	\$10,050.00	3580011521	TTYX 77007	193369	06/30/2009	2	3511207	SIEMENS ENERGY INC

Actions for selected invoices must be completed before leaving this page

1 2 3 4 →

Pend Dispute Authorize Remittance Detail Print Export Full Export XML Bill of Lading

- The system allows you to dispute unpaid invoices
- Select the invoice(s) to dispute
- Select the “Dispute” button at the bottom of the page

# Disputing Unpaid Invoices



Feedback Prepare invoice help

Note: Please Provide Dispute Comment In English

<input type="checkbox"/>	Invoice #	Action	Amount Due	Corrected Amount	Reason for Correction
<input type="checkbox"/>	280489556 ?		\$ 1,287.00	\$1,287.00	
<input type="checkbox"/>	281409726 ?		\$ 1,434.00	\$1,434.00	
<input type="checkbox"/>	281548981 ?		\$ 1,012.00	\$1,012.00	
<input type="checkbox"/>	281804425 ?		\$ 6,404.00	\$6,404.00	

4 \$ 10,137.00 \$ 10,137.00

Multiple Invoices Dispute (Optional) - Use when disputing multiple invoices

Reason for Correction  Corrected Amount

Comment

Apply

Submit Dispute Reset Cancel Select More Invoices

- You may select individual invoices and edit (input) reasons for the dispute
- Multiple Invoices Dispute allows you to render a dispute reason and comment to a select group of invoices
- This function may be used for several groups of invoices
- By hovering on the question mark pertinent shipping information is shown for that invoice

# Disputing Unpaid Invoices



78.2  
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78.2  
78.2  
78.2

### Invoice Details

Invoice #	237821422
Amount Due	\$10,050.00
Corrected Amount	<input type="text" value="10000"/>
Reason for Correction	<input type="text" value="Incorrect Price"/>
Comment	<input type="text" value="UPLQ 123456"/>

11 of 900

- When disputing individual invoices, select “Edit” for that invoice
- Input the correct amount, select a reason for correction and Input a comment
- Select the “Update” button and your information will be displayed next to your invoice
- In case of an input error, you may select “Reset” and input your information again

# Disputing Unpaid Invoices



Feedback [Prepare invoice help](#)

Note : Please Provide Dispute Comment In English

<input type="checkbox"/>	Invoice #	Action	Amount Due	Corrected Amount	Reason for Correction
<input type="checkbox"/>	280489556 ?		\$ 1,287.00	\$1,287.00	
<input type="checkbox"/>	281409726 ?		\$ 1,434.00	\$1,434.00	
<input type="checkbox"/>	281548981 ?		\$ 1,012.00	\$1,012.00	
<input type="checkbox"/>	281804425 ?		\$ 6,404.00	\$6,404.00	
4			\$ 10,137.00	\$ 10,137.00	

Multiple Invoices Dispute (Optional) - Use when disputing multiple invoices

Reason for Correction

Corrected Amount

Comment

- To input a Multiple Invoices Dispute, select the invoices
- Input the correct amount, select a reason for correction and input a comment
- Select “Apply” and the information will be displayed next to the invoices chosen
- When all disputes have been entered, select the “Submit Dispute” button at the bottom of the page
- The Invoices disputed will now be moved to the Dispute Tab

# Disputing Paid Invoices



The screenshot shows the "AOW Invoices Search Criteria" form for "HUB GROUP INC". The form has a yellow header bar with the Union Pacific logo and the text "AOW Invoices Search Criteria [HUB GROUP INC]". Below the header is a navigation bar with "Select Account", "Search", "Overview", "Select Organization", and "Help". A "Feedback" link is on the left. The main content area has two tabs: "Invoice History" (circled in red) and "Payment History". The "Invoices Search Criteria" section includes an "Account #" dropdown menu with "1824 - MODE TRANSPORTATION" selected, a "Select/Deselect All" button, and an "Invoice Status" section with radio buttons for "All", "Open", "Cancelled", and "Closed". The "Invoice Details" section has a "Invoice Number(s)" field with "292528072" (circled in red), "Cust Reference #", and "Waybill #" fields. Below these are "Equipment Initial", "Equipment Number", "Invoice From Date" (10/05/2018), "To Date" (04/03/2019), and "Shipment From Date" fields. At the bottom are "Search" (circled in red) and "Reset" buttons.

- The system allows you to dispute paid invoices
- Search invoice by using “Invoice History” under the “Search” tab.

# Disputing Paid Invoices



Invoice Search Results - 1 Invoices Found

Column Display Control

Invoice #	Account #	Inv Date	Due Date	Cust Reference #	Equipment ID	Waybill #	Ship Date	Con
<input checked="" type="checkbox"/> 192528072	1824	03/21/2018	04/14/2018	2390042354-1	EMHU 269760	415404	03/21/2018	208412

Actions for selected invoices must be completed before leaving this page

- Select the invoice(s) to dispute.
- Select the “Dispute” button at the bottom of the page

# Disputing Paid Invoices



Feedback Prepare invoice help

Note: Please Provide Dispute Comment In English

Invoice #	Action	Paid Amount	Claim Amount	Reason for Correction	Comment
<input type="checkbox"/> 290940599 ?		-\$2,800.00	\$\$2,800.00		
<input type="checkbox"/> 292528072 ?		-\$1,850.00	\$\$1,850.00		

2 \$\* 4,650.00 \$\* 4,650.00

**Multiple Invoices Dispute (Optional) - Use when disputing multiple invoices**

Reason for Correction:  Claim Amount:

Comment:

Apply

Submit Dispute Reset Cancel Select More Invoices

- You may select individual invoices and edit (input) reasons for the dispute
- “Multiple Invoices Dispute” allows you to render a dispute reason and comment to a select group of invoices
- This function may be used for several groups of invoices
- By hovering on the question mark, pertinent shipping information is shown for that invoice

# Disputing Paid Invoices



**Invoice Details**

Invoice #	290940599 ?
Paid Amount	-\$2,800.00
Claim Amount	<input type="text" value="\$2800.00"/>
Reason for Correction	<input type="text" value="Duplicate Invoice"/>
Comment	<input type="text"/>

- When disputing individual invoices, select “Edit” for that invoice
- Input the claim amount, select a reason for correction and Input a comment
- Select the “Update” button and your information will be displayed next to your invoice
- In case of an input error, you may select “Reset” and input your information again



# Disputing Paid Invoices



Feedback Prepare invoice help

Note : Please Provide Dispute Comment In English

Invoice #	Action	Paid Amount	Claim Amount	Reason for Correction	Comment
<input type="checkbox"/> 290940599 ?		-\$2,800.00	\$\$2,800.00)		
<input type="checkbox"/> 292528072 ?		-\$1,850.00	\$\$1,850.00)		

2 \$× 4,650.00 \$× 4,650.00

**Multiple Invoices Dispute (Optional) - Use when disputing multiple invoices**

Reason for Correction

Claim Amount

Comment

Apply

Submit Dispute Reset Cancel Select More Invoices

- To input a “Multiple Invoices Dispute”, select the invoices
- Input the claim amount, select a reason for correction and input a comment
- Select “Apply” and the information will be displayed next to the invoices chosen
- When all disputes have been entered, select the “Submit Dispute” button at the bottom of the page
- The Invoices disputed will now be moved to the Dispute Tab

# Establishing a Payment Account



The screenshot shows a web application interface for "Account On the Web" with the title "Select Accounts [UPDS]". The current user is identified as "ACUS037 (XTEST)" with a "Logout" link. The navigation bar includes "Select Account", "Search", "Overview", "Administration", "Cancel Emulation", and "Help".

The main heading is "Relate Users, Payment Account To Accounts". Below this is a progress bar with four steps: "Step 1 Select Accounts", "Step 2 Create/Select ACH Payment", "Step 3 Select Role", and "Step 4 Select Users".

The "Select Accounts" section contains two columns: "Available Accounts" and "Selected Accounts". The "Available Accounts" list includes: 1820 - FRT, 45608 - DET, 47117 - DET, 47153 - DET, 103860 - DET, 104016 - DET, 153935 - ASC, 168810 - DEM, and 189189 - ASC. Between these columns are four arrow buttons: a right-pointing arrow, a double right-pointing arrow, a left-pointing arrow, and a double left-pointing arrow. A red oval highlights these arrow buttons.

The "Payments" section contains a question: "Will you be making payments on the web?" with a dropdown menu set to "Yes". A red oval highlights the "Yes" option.

At the bottom, there are "Next" and "Cancel" buttons. A red oval highlights the "Next" button.

- Under the Administration drop down menu, select “Relate Users, Payment Account To Accounts”
- Designate the desired accounts to be paid on the web
- Select “Yes” located in the Payments box
- Select “Next” button

# Establishing a Payment Account



Account On the Web **Create/Select ACH Payment [UPDS]** Current User: ACUS037 (XTEST) [Logout](#)

Select Account Search Overview Administration Cancel Emulation Help

### Relate Users, Payment Account To Accounts

Step 1 Select Accounts   Step 2 **Create/Select ACH Payment**   Step 3 Select Role   Step 4 Select Users

**Select Accounts**

Do you wish to Create a Payment Type?

Yes    No

ABC Company 5678  
1234 Street Drive  
Anywhere, ST 55555-4444    09    4444  
City, State    1    Dollars  
Memo  
C 1234567890123456789012345678\*

9 Digit Bank ABA Routing Number	Account Number (No Hyphens)	DO NOT ENTER CHECK NUMBER (May appear before account number)
---------------------------------	-----------------------------	--

Routing #:

Account #:

Payment Acct Description:

Fields denoted with \* are required.

- Select “Yes” to create a new payment type
- Enter your Routing #, Account # and a Payment Acct Description
- Select “Create Payment Account” to continue

# Establishing a Payment Account



The screenshot shows the 'Account On the Web' interface with the title 'Select Roles [UPDS]'. The current user is identified as 'ACUS037 (XTEST)' with a 'Logout' link. A navigation bar includes 'Select Account', 'Search', 'Overview', 'Administration', 'Cancel Emulation', and 'Help'. The main content area is titled 'Relate Users, Payment Account To Accounts' and features a progress bar with four steps: 'Step 1: Select Accounts', 'Step 2: Create/Select ACH Payment', 'Step 3: Select Role' (the current step), and 'Step 4: Select Users'. Below the progress bar is a 'Select Roles' section containing a 'User Role:' label, a dropdown menu with options 'Acceptor', 'Authorizer', 'Payer', and 'Super User', and three buttons: 'Next', 'Cancel', and 'Back'. Red circles highlight the 'User Role:' label and the 'Next' button.

Assign user roles:

- **Super User:** Able to perform all functions
- **Acceptor:** May pend invoices to Authorizer, enter dispute information and print invoices
- **Authorizer:** Dispute Invoices, authorize invoices for Payer to review and print invoices
- **Payer:** Pays authorized invoices and print invoices
- Select “Next” button to proceed to the final step

# Establishing a Payment Account



Account On the Web **Select Users [UPDS]** Current User: ACUS037  
(XTEST) [Logout](#)

Administration ▼ Cancel Manage Help ▼

### Relate Users, Payment Account To Accounts

Step 1 Select Accounts    Step 2 Create/Select ACH Payment    Step 3 Select Role    Step 4 **Select Users**

**Select Users**

Available Users:		Selected Users:
ACCEPTER, GORDON - XMIE011	▶	
ACCEPTER, GORDON - XMIC001	▶▶	
ACCOUNT, TEST - XMIC477	◀	
ADAMS, ANDREW - OSUB529	◀◀	
ADAMS, Charles - SMKT698		
ADAMSON, KARA - FPAN004		
ADDULA, UMAMAHESHWAR - XCOV495		
ADELMAN, EDWARD - OSUD827		
AGONOR, Michelle - OCSO994		
AGUILAR, Adolfo - LCLM567		
AHRENS III, JOHN - SMKTS07		
ALEXANDER, GREG - XCON256		

**Save** **Cancel** **Back**

- To complete the payment account process, select the desired user(s) for authorization to administer payments via the web
- Select “Save” button

# Paying Invoices



New (335) Rebills (4) Pended (0) Authorized (2) Scheduled (0) Disputed (1) All (342)

Column Display Control

Invoice #	Inv Date	Due Date	Amount Due	Cust Reference #	Equipment ID	Waybill #	Ship Date	Aging	Commodity	Shipper N
<input checked="" type="checkbox"/> 237198114	05/21/2009	07/10/2009	\$4,395.00	77143	FBOX 502694	300124	05/18/2009	56	2631114	SIMPSON TACOMA KR
<input type="checkbox"/> 237547027	06/15/2009	07/10/2009	\$6,549.00	LW089560	HS 470782	566934	06/11/2009	31	2631117	CLEARWATER PAPER I
<input type="checkbox"/> 237209262	05/21/2009	07/20/2009	\$4,395.00	77231	FBOX 502711	307810	05/19/2009	56	2631114	SIMPSON TACOMA KR
<input type="checkbox"/> 237254554	05/22/2009	07/21/2009	\$4,395.00	77399	FBOX 502238	349209	05/22/2009	55	2631114	SIMPSON TACOMA KR
<input type="checkbox"/> 237478705	06/08/2009	08/07/2009	\$5,101.00	CB037333	TBOX 660334	517591	06/06/2009	38	2631117	CLEARWATER PAPER I
<input checked="" type="checkbox"/> 237468009	06/08/2009	08/07/2009	\$10,423.00	77995	FBOX 504036	521480	06/08/2009	38	2631117	SIMPSON TACOMA KR
<input type="checkbox"/> 237472218	06/08/2009	08/07/2009	\$5,809.00	1122440	UP 210216	469051	06/02/2009	38	3312340	TERNIUM USA INC
UP Comment 06/08/09-12:47 UPDS SWerner 6.8.09										
<input checked="" type="checkbox"/> 237456490	06/08/2009	08/07/2009	\$9,369.00	335629	ARMN 933995	507892	06/05/2009	38	0121410	SUNKIST GROWERS I
<input checked="" type="checkbox"/> 237480253	06/09/2009	08/08/2009	\$6,790.00	LW089530	TBOX 660548	517673	06/06/2009	37	2631117	CLEARWATER PAPER I
<input type="checkbox"/> 237513960	06/11/2009	08/10/2009	\$6,540.00	17017	ARMN 762379	559465	06/10/2009	35	0119510	RIGBY PRODUCE INC
<input type="checkbox"/> 237551905	06/15/2009	08/14/2009	\$5,851.00	21717	ARMN 725028	599020	06/13/2009	31	0119510	KIRSCHENMAN ENTERI
<input type="checkbox"/> 237547024	06/15/2009	08/14/2009	\$6,549.00	LW089559	HS 470781	575301	06/11/2009	31	2631117	CLEARWATER PAPER I
<input type="checkbox"/> 237547010	06/15/2009	08/14/2009	\$6,790.00	LW089534	HS 470724	569668	06/11/2009	31	2631117	CLEARWATER PAPER I
<input type="checkbox"/> 237547013	06/15/2009	08/14/2009	\$6,790.00	LW089489	HS 470734	559355	06/10/2009	31	2631117	CLEARWATER PAPER I
<input type="checkbox"/> 237552756	06/15/2009	08/14/2009	\$10,028.00		ARMN 764226	599138	06/13/2009	31	0119510	BIDART BROTHERS
<input type="checkbox"/> 237552971	06/15/2009	08/14/2009	\$8,987.00		ARMN 992106	575798	06/11/2009	31	0121410	SUNKIST GROWERS I
<input type="checkbox"/> 237580859	06/16/2009	08/15/2009	\$4,750.00	14890	ARMN 768406	604734	06/15/2009	30	0119510	FLOYD WILCOX & SO

Actions for selected invoices must be completed before leaving this page

1 2 3 4 →

Pend Dispute Authorize **Pay** Print Export Full Export XML Bill of Lading

- To pay invoices online, select the invoices to pay
- Select the “Pay” button at the bottom of the screen

# Paying Invoices



<input type="checkbox"/>	Invoice #	Action	Amount Due	Corrected Amount	Reason for Correction
<input type="checkbox"/>	281369159 ?		\$ 50.00	\$50.00	
<input type="checkbox"/>	281369193 ?		\$ 50.00	\$50.00	
			\$ 100.00	\$ 100.00	

2

**Multiple Invoices Dispute (Optional) - Use when disputing multiple invoices**

Reason for Correction

Corrected Amount

Comment

Apply

Pay Reset Cancel Select More Invoices

- The system allows you to pay and dispute in a single transaction
- Like the dispute process, you have the ability to dispute one or multiple
- By hovering on the question mark, pertinent shipping information is shown
- In case of an input error, you may select “Reset” and reenter your information

# Paying Invoices



<input type="checkbox"/>	Invoice #	Action	Amount Due	Corrected Amount	Reason for Correction
<input type="checkbox"/>	281369159 ?		\$ 50.00	\$50.00	
<input type="checkbox"/>	281369193 ?		\$ 50.00	\$50.00	
			\$ 100.00	\$ 100.00	

2

**Multiple Invoices Dispute (Optional) - Use when disputing multiple invoices**

Reason for Correction

Corrected Amount

Comment

Apply

Pay Reset Cancel Select More Invoices

- After all payment/dispute information has been entered, select the “Pay” button at the bottom of the screen



# Paying Invoices



Account On the Web Schedule Payment [UPDS] Current User: ACUS037  
(XTEST) Logout

Select Account Search Overview Administration Cancel Emulation Help

**Payment Details**

Total Amount To Pay:

Invoice Count:

Payment Type:

Draw Date:

Payment Account: newell real account tes

Information

ACH transaction will be drawn from above payment account on above date.

- The total payment amount will be displayed for verification
- You will schedule the payment date
- The system will show how many items were selected to pay and of that total, how many will be going to the Dispute Tab
- After verification, select the “Pay” button

# Paying Invoices



**ACH Scheduled Payment Confirmation**

Payment ID: 76479  
Created Date: 07/16/09 03:07 PM CDT  
Sched Date: 07/20/09  
Payment Date:  
Payment Type: AOW ACH

Total Payment Amount: (\$9,208.00)  
Payer: TODD MCFARLIN  
Payment Account: USBANK ACCOUNT  
Status: SCHEDULED  
Check # :

Invoice Information (Invoice Count: 3)						
Invoice #	Account #	Account Name	Inv Date	Due Date	Cur Bill Amt	Payment Amount C
237616102	4202	MEGLOBAL AMERICAS INC	06/18/09	07/03/09	\$2,002.00	(\$2,002.00)
237631340	4202	MEGLOBAL AMERICAS INC	06/19/09	07/04/09	\$5,982.00	(\$5,982.00)
237632306	4202	MEGLOBAL AMERICAS INC	06/19/09	07/04/09	\$1,224.00	(\$1,224.00)

Print Export Continue

- A Scheduled Payment Confirmation Screen is displayed
- The Payment ID or Confirmation Number can be used in searching payment history
- After review, select the “Continue” button
- You will be taken to the Scheduled Tab

# Remittance Detail



Account On the Web **New Invoices [UPDS]** Current User: ACUS037 (XTEST) Logout

Select Account Search Overview Administration Cancel Emulation Help

User Role: Super User Account#: 1820 - FRT Emulated User: UPDS003-Julie Phillips Emulated Org ID: 142

New (152) Rebills (1) Pended (0) Authorized (0) Scheduled (0) Disputed (0) All (153)

Column Display Control

Invoice #	Inv Date	Due Date	Amount Due	Cust Reference #	Equipment ID	Waybill #	Ship Date	Aging	Commodity	Shipper Name
<input type="checkbox"/> 237477706	06/08/2009	08/07/2009	\$9,007.00	D288303R03	AEX 12109	511413	06/03/2009	22	3295231	IMERY'S PIGMENTS INC
<input type="checkbox"/> 237462965	06/08/2009	08/07/2009	\$9,007.00	D288303R01	AEX 5761	511520	06/04/2009	22	3295231	IMERY'S PIGMENTS INC
<input type="checkbox"/> 237456491	06/08/2009	08/07/2009	\$8,305.00	335704	ARMN 933000	507321	06/05/2009	22	0121410	SUNKIST GROWERS INC
<input type="checkbox"/> 237468012	06/08/2009	08/07/2009	\$4,456.00	78018	FBOX 505032	521538	06/08/2009	22	2631117	SIMPSON TACOMA KRAFT CO
<input type="checkbox"/> 237492469	06/09/2009	08/08/2009	\$935.00	NONE	SP 850038	544011	06/09/2009	21	4231220	DALTON LOGISTICS
<input type="checkbox"/> 237493816	06/09/2009	08/08/2009	\$3,615.00	456674	ARMN 762073	545276	06/09/2009	21	0119510	POTANDON PRODUCE LLC
<input type="checkbox"/> 237491260	06/09/2009	08/08/2009	\$3,670.00	0500086093	NOKL 735450	530784	06/08/2009	21	2421170	WEYERHAEUSER NR CO
<b>UP Comment</b> 06/09/09-14:06 UPDS SIWerner 6.9.09										
<input type="checkbox"/> 237480592	06/09/2009	08/08/2009	\$3,615.00	5705	ARMN 761567	533088	06/08/2009	21	0119510	IDAHO POTATO PACKERS CO
<input checked="" type="checkbox"/> 237484877	06/09/2009	08/08/2009	\$3,862.00	3-113167	GACX 11549	546767	06/09/2009	21	3295980	PACIFIC RAIL INDUSTRIES
<input type="checkbox"/> 237494927	06/09/2009	08/08/2009	\$3,862.00	3-113167	GACX 11557	546909	06/09/2009	21	3295980	PACIFIC RAIL INDUSTRIES
<input type="checkbox"/> 237487072	06/09/2009	08/08/2009	\$4,081.00	SOL090603	CSXT 138068	513049	06/05/2009	21	2499720	WELCO LUMBER
<input type="checkbox"/> 237494523	06/09/2009	08/08/2009	\$5,700.00	62032	UP 273506	546201	06/09/2009	21	2421184	SHASTA CASCADE FOREST IN
<input type="checkbox"/> 237488742	06/09/2009	08/08/2009	\$5,600.00	MW-3651-T	LW 74496	524989	06/08/2009	21	2421184	MID WILLAMETTE LUMBER
<input type="checkbox"/> 237493851	06/09/2009	08/08/2009	\$5,318.52	SO50079372	CEFX 11860	534506	06/09/2009	21	2812322	GENERAL CHEMICAL SODA AS
<input type="checkbox"/> 237493843	06/09/2009	08/08/2009	\$5,315.82	SO50078711	CEFX 11566	534518	06/09/2009	21	2812322	GENERAL CHEMICAL SODA AS
<input type="checkbox"/> 237494032	06/09/2009	08/08/2009	\$5,276.63	SO50079371	TILX 517571	534552	06/09/2009	21	2812322	GENERAL CHEMICAL SODA AS

Actions for selected invoices must be completed before leaving this page

1 2 →

Pend Dispute Authorize **Remittance Detail** Print Export Full Export XML Bill of Lading

- Use this feature to ensure your payments are applied to the correct invoices
- (Note: Not needed if you pay via ACH with CTX detail or pay online via an AOW/ACH Account)
- Select invoices to process
- Click the “Remittance Detail” button

# Remittance Detail



Invoice #	Action	Amount Due	Corrected Amount	Reason for Correction
<input type="checkbox"/> 281971553 ?		\$ 4,328.00	\$4,328.00	

1	\$ 4,328.00	\$ 4,328.00
---	-------------	-------------

**Multiple Invoices Remittance (Optional)** - Use when paying a different amount than billed for multiple invoices

Reason for Correction:

Comment:

Corrected Amount:

Apply

Submit   Reset   Cancel   Select More Invoices

- If the information shown is correct, click the “Submit” button
- If incorrect, click the Action Icon and insert dispute information, then click the “Submit” button
- Use the Multiple Invoices Remittance option to correct the same amount for multiple invoices

# Remittance Detail




Account On the Web **Schedule Payment [UPDS]** Current User: ACUS037  
(XTEST) [Logout](#)

Select Account Search Overview Administration Cancel Emulation Help

**Payment Details**

Total Amount To Pay:

Invoice Count:

Payment Type:  

**Please select the Payment Type you will be using to pay these charges**

**Information**

For your convenience, Account On the Web offers an online payment option which will allow you to schedule ACH withdrawals direct from your bank. This process will give you added flexibility in the timing of your payments and potentially reduce your transaction costs.


If you are organization administrator, click on Administration menu - Manage Payment Accounts to set up automatic ACH withdrawals. If not, contact your organization administrator or the AOW help desk at 1-877-712-4687 for assistance in adding this feature.

- Verify the Total Amount to Pay
- Select the payment method you will be using
- Click the “Submit” button

# Remittance Detail



**Remittance Detail**

 **Success: Remittance ID Saved**

Please include the Remittance ID of **7PYP2002826** and the total amount of **\$3,862.00** on your detail stub with your payment.

We have also included a summary of this remittance detail in an email to you at [mebillme@up.com](mailto:mebillme@up.com), [tmcfarli@up.com](mailto:tmcfarli@up.com)

<b>Remittance ID:</b>	7PYP2002826	<b>Total Payment Amount:</b>	<b>(\$3,862.00)</b>
<b>Created Date:</b>	06/30/09	<b>Payer:</b>	ACUS037
<b>Payment Type:</b>	Paper Check	<b>Status:</b>	Authorized

Invoice Information (Invoice Count)						
Invoice #	Account #	Account Name	Inv Date	Due Date	Cur Bill Amt	Paym
237494877	1820	UNION PACIFIC DISTRIBUTION SERVICE	06/09/09	08/08/09	\$3,862.00	

Print   Export   **Continue**

- Your Remittance ID is displayed
- Include this number with your remittance (if paying by wire transfer/EFT, include in NTE field)
- Click the “Continue” button
- An email will be sent confirming your information
- Invoices will be moved to the Authorized Tab in your account

# Processing Refunds



Account On the Web **Select Account [UPDS]** Current User: ACUS037 (XTTEST) [Logout](#)

Select Account Search Overview Administration Cancel Emulation Help

Emulated User: UPDS003-Julie Phillips English Español

**Warning: Delinquent Invoices**

2 invoices totaling \$10,944.00 are beyond credit terms. Please give these invoices proper attention.

**Information: Refund Notice**

You have invoice(s) that are due a **Refund**. Please click on above link to enter the refunds screen

- The AOW system allows you to process refunds
- Select the refund link found in the Refund Notification Box to view the invoices

Select Account

Account #	Acct Type	Description	Account Name	City	State	Total Open #	Total Amount Due Amount
<a href="#">1820</a>	FRT	FRT	UNION PACIFIC DISTRIBUTION SERVICE	OMAHA	NE	342	\$ 3,292,404.64
45608	DET		UNION PACIFIC DISTRIBUTION	OMAHA	NE	0	\$ 0.00
103860	DET		UNION PACIFIC DISTRIBUTION	OMAHA	NE	0	\$ 0.00
104016	DET		UNION PACIFIC DISTRIBUTION	OMAHA	NE	0	\$ 0.00
153535	ASC		UNION PACIFIC DISTRIBUTION	OMAHA	NE	0	\$ 0.00
168810	DEM		UNION PACIFIC DISTRIBUTION	OMAHA	NE	0	\$ 0.00
47117	DET		UPDS NUMMI	OMAHA	NE	0	\$ 0.00
47153	DET		UPDS AUTOS	OMAHA	NE	0	\$ 0.00

# Processing Refunds



Account On the Web Refunds [UPDS] Current User: ACUS037 (XTEST) [Logout](#)

Select Account Search Overview Administration Cancel Emulation Help

Refunds List (Invoice Count=1)

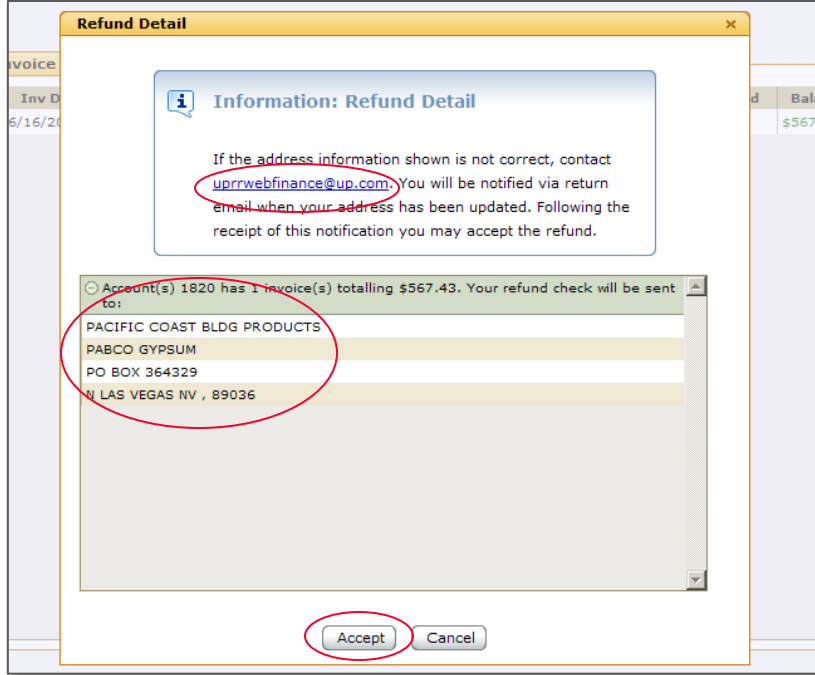
Invoice #	Inv Date	Equipment ID	Waybill #	Customer Ref#	Original Amount	Amount Paid	Balance	Acct #
<input checked="" type="checkbox"/> 237586844	06/16/2009	ARMN 757493	617513	457724	\$3,615.00	\$0.00	\$567.43	1820

Accept Decline Select All Deselect All Print Export Back

- NOTE: You may see invoices for multiple accounts within your organization
- Select the invoices for the specific account(s) you wish to process
- Select “Accept” or “Decline”



# Processing Refunds



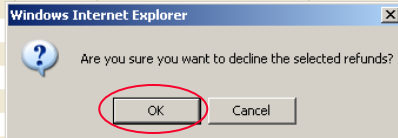
- After electing to accept a refund, the address(es) to which the refund(s) will be mailed are displayed
- Select “Accept” if the information shown is correct and your request will be sent to Accounts Payable
- If the mailing information shown is not correct, select the email link displayed in the Information Box.
- An email will be generated to our Web Support Group
- Furnish your account number, phone number and the correct address
- After the update is complete, you will receive a confirmation email

# Processing Refunds



Refunds List (Invoice Count=383)

Invoice #	Inv Date	Equipment ID	Waybill #	Customer Ref#	Original Amount	Amount Paid	Balance	Acct #
<input checked="" type="checkbox"/> 230949320	04/21/2008	CCBX 59471	976784		\$1,047.00	\$0.00	\$444.00	81400
<input type="checkbox"/> 230947597	04/21/2008	CCBX 59964	976786		\$1,047.00	\$0.00	\$444.00	81400
<input type="checkbox"/> 231547971	05/22/2008	CCBX 57926	896882	MT RTN TO SE	\$719.00	\$0.00	\$444.00	81400
<input checked="" type="checkbox"/> 231547982	05/22/2008	CCBX 58031	869305	MT RTN TO SEADRIFT	\$717.00	\$0.00	\$444.00	81400
<input type="checkbox"/> 231547985	05/22/2008	CCBX 57787	881121	RTN TO SEADR	\$717.00	\$0.00	\$444.00	81400
<input type="checkbox"/> 231548038	05/22/2008	DOWX 68520			\$0.00	\$0.00	\$444.00	81400
<input type="checkbox"/> 231548172	05/22/2008	UTCX 52372			\$0.00	\$0.00	\$444.00	81400
<input type="checkbox"/> 231880976	06/10/2008	NRLX 62078			\$0.00	\$0.00	\$444.00	81400
<input type="checkbox"/> 234201932	10/17/2008	DOWX 68523			\$0.00	\$0.00	\$444.00	81400
<input type="checkbox"/> 234418032	10/29/2008	ACFX 68662			\$0.00	\$0.00	\$444.00	81400
<input type="checkbox"/> 235076303	12/10/2008	DOWX 67208			\$0.00	\$0.00	\$444.00	81400
<input type="checkbox"/> 235356315	01/02/2009	CCBX 58326	635771	RETD COV-CAR	\$1,352.00	\$0.00	\$444.00	81400
<input type="checkbox"/> 235356353	01/02/2009	DOWX 21721	635730	RETD COV-CAR	\$1,352.00	\$0.00	\$444.00	81400



- If you elect to decline a refund, an Information Box will be displayed asking you to confirm your decision to decline
- To confirm your declination, Select “OK”
- The refund invoice will be removed and you will be returned to the Refunds List

Information

2 Invoice(s) was declined.

Refunds List (Invoice Count=381)

Invoice #	Inv Date	Equipment ID	Waybill #	Customer Ref#	Original Amount	Amount Paid	Balance	Acct #
<input type="checkbox"/> 230947597	04/21/2008	CCBX 59964	976786		\$1,047.00	\$0.00	\$444.00	81400
<input type="checkbox"/> 231547971	05/22/2008	CCBX 57926	896882	MT RTN TO SE	\$719.00	\$0.00	\$444.00	81400
<input type="checkbox"/> 231547985	05/22/2008	CCBX 57787	881121	RTN TO SEADR	\$717.00	\$0.00	\$444.00	81400
<input type="checkbox"/> 231548038	05/22/2008	DOWX 68520	872838	MT RTN TO SEADRFT	\$717.00	\$0.00	\$444.00	81400
<input type="checkbox"/> 231548172	05/22/2008	UTCX 52372	869971	MT RTN TO SEADRIFT	\$717.00	\$0.00	\$444.00	81400
<input type="checkbox"/> 231880976	06/10/2008	NRLX 62078	273017	FIN1580081400	\$5,142.54	\$0.00	\$444.00	81400
<input type="checkbox"/> 234201932	10/17/2008	DOWX 68523	987516	N/S	\$768.00	\$0.00	\$444.00	81400
<input type="checkbox"/> 234418032	10/29/2008	ACFX 68662	103435	NONE	\$1,712.00	\$0.00	\$444.00	81400

# Mismatch Process



Account On the Web **Select Account [UPDS]** Current User: ACUS037 (XTST) [Logout](#)

Select Account Search Overview Administration Cancel Emulation Help

Emulated User: UPDS003-Julie Phillips English | Español

**Warning: Delinquent Invoices**

2 invoices totaling \$10,944.00 are beyond credit terms. Please give these invoices proper attention.

**Information: Refund Notice**

You have invoice(s) that are due a [Refund](#). Please click on above link to enter the refunds screen.

Select Account

Account #	Acct Type	Description	Account Name	City	State	Total Open #	Total Amount Due Amount
1820	FRT	FRT	UNION PACIFIC DISTRIBUTION SERVICE	OMAHA	NE	342	\$ 3,292,404.64
45608	DET		UNION PACIFIC DISTRIBUTION	OMAHA	NE	0	\$ 0.00
103860	DET		UNION PACIFIC DISTRIBUTION	OMAHA	NE	0	\$ 0.00
104016	DET		UNION PACIFIC DISTRIBUTION	OMAHA	NE	0	\$ 0.00
153535	ASC		UNION PACIFIC DISTRIBUTION	OMAHA	NE	0	\$ 0.00
168810	DEM		UNION PACIFIC DISTRIBUTION	OMAHA	NE	0	\$ 0.00
47117	DET		UPDS NIUMMI	OMAHA	NE	0	\$ 0.00
47153	DET		UPDS AUTOS	OMAHA	NE	0	\$ 0.00
<b>Total</b>						342	\$ 3,292,404.64

- The AOW system allows you to move invoices from one assigned account to another or to the shipper/consignee shown on the invoice
- Select the account you wish to view

# Mismatch Process



Account On the Web New Invoices [UPDS] Current User: ACUS037 (XTEST) Logout

Select Account Search Overview Administration Cancel Emulation Help

New (335) Rebills (4) Pended (0) Authorized (2) Scheduled (0) Disputed (1) All (342)

Column Display Control

<input type="checkbox"/>	Invoice #	Inv Date	Due Date	Amount Due	Cust Reference #	Equipment ID	Waybill #	Ship Date	Aging	Commodity	Shipper N
<input checked="" type="checkbox"/>	<a href="#">237198114</a>	05/21/2009	07/10/2009	\$4,395.00	77143	FBOX 502694	300124	05/18/2009	56	2631114	SIMPSON TACOMA KR
<input checked="" type="checkbox"/>	<a href="#">237547027</a>	06/15/2009	07/10/2009	\$6,549.00	LW089560	HS 470782	566934	06/11/2009	31	2631117	CLEARWATER PAPER I
<input type="checkbox"/>	<a href="#">237209262</a>	05/21/2009	07/20/2009	\$4,395.00	77231	FBOX 502711	307810	05/19/2009	56	2631114	SIMPSON TACOMA KR
<input type="checkbox"/>	<a href="#">237254554</a>	05/22/2009	07/21/2009	\$4,395.00	77399	FBOX 502238	349209	05/22/2009	55	2631114	SIMPSON TACOMA KR
<input type="checkbox"/>	<a href="#">237478705</a>	06/08/2009	08/07/2009	\$5,101.00	CB037333	TBOX 660334	517591	06/06/2009	38	2631117	CLEARWATER PAPER I
<input type="checkbox"/>	<a href="#">237468009</a>	06/08/2009	08/07/2009	\$10,423.00	77995	FBOX 504036	521480	06/08/2009	38	2631117	SIMPSON TACOMA KR
<input type="checkbox"/>	<a href="#">237472218</a>	06/08/2009	08/07/2009	\$5,809.00	1122440	UP 210216	469051	06/02/2009	38	3312340	TERNIUM USA INC
<b>UP Comment</b> 06/08/09-12:47 UPDS SWerner 6.8.09											
<input type="checkbox"/>	<a href="#">237456490</a>	06/08/2009	08/07/2009	\$9,369.00	335629	ARMN 933995	507892	06/05/2009	38	0121410	SUNKIST GROWERS I
<input type="checkbox"/>	<a href="#">237480293</a>	06/09/2009	08/08/2009	\$6,790.00	LW089630	TBOX 660548	517673	06/06/2009	37	2631117	CLEARWATER PAPER I
<input type="checkbox"/>	<a href="#">237513960</a>	06/11/2009	08/10/2009	\$6,540.00	17017	ARMN 762379	559465	06/10/2009	35	0119510	RIGBY PRODUCE INC
<input type="checkbox"/>	<a href="#">237551905</a>	06/15/2009	08/14/2009	\$5,851.00	21717	ARMN 725028	599020	06/13/2009	31	0119510	KIRSCHENMAN ENTERI
<input type="checkbox"/>	<a href="#">237547024</a>	06/15/2009	08/14/2009	\$6,549.00	LW089559	HS 470781	575301	06/11/2009	31	2631117	CLEARWATER PAPER I
<input type="checkbox"/>	<a href="#">237547010</a>	06/15/2009	08/14/2009	\$6,790.00	LW089534	HS 470724	569668	06/11/2009	31	2631117	CLEARWATER PAPER I
<input type="checkbox"/>	<a href="#">237547013</a>	06/15/2009	08/14/2009	\$6,790.00	LW089489	HS 470734	559355	06/10/2009	31	2631117	CLEARWATER PAPER I
<input type="checkbox"/>	<a href="#">237552756</a>	06/15/2009	08/14/2009	\$10,028.00		ARMN 764226	599138	06/13/2009	31	0119510	BIDART BROTHERS
<input type="checkbox"/>	<a href="#">237552971</a>	06/15/2009	08/14/2009	\$8,987.00		ARMN 992106	575798	06/11/2009	31	0121410	SUNKIST GROWERS I
<input type="checkbox"/>	<a href="#">237580859</a>	06/16/2009	08/15/2009	\$4,750.00	14890	ARMN 768406	604734	06/15/2009	30	0119510	FLOYD WILCOX & SO

Actions for selected invoices must be completed before leaving this page

1 2 3 4 →

Pend **Dispute** Authorize Pay Print Export Full Export XML Bill of Lading

- Select the invoices you wish to dispute
- Select the “Dispute” button at the bottom of the page

# Mismatch Process



Account On the Web Prepare Invoices [UPDS] Current User: ACUS037 (XTEST) Logout

Select Account Search Overview Administration Cancel Emulation Help

Invoice #	Action	Amount Due	Corrected Amount	Reason for Correction	Comment
<input checked="" type="checkbox"/> 237198114 ?		\$4,395.00	\$4,395.00		
<input type="checkbox"/> 237547027 ?		\$6,549.00	\$6,549.00		

Invoice # 237198114

Amount Due \$4,395.00

Corrected Amount

Reason for Correction

Comment

- Select next to the Invoice #s
- If you elect to dispute invoices individually, click the Notepad/Pencil icon in the Action column
- A pop up will be displayed for you to input your dispute information

# Mismatch Process



Account On the Web Prepare Invoices [UPDS] Current User: ACUS037 (XTEST) Logout

Select Account Search Overview Administration Cancel Emulation Help

**Invoice Details**

Invoice #	237198114
Amount Due	\$4,395.00
Corrected Amount	0
Reason for Correction	<input type="text"/>
Comment	<input type="text"/>

Update Cancel

Account On the Web Prepare Invoices [UPDS] Current User: ACUS037 (XTEST) Logout

Select Account Search Overview Administration Cancel Emulation Help

**Invoice Details**

Invoice #	237198114
Amount Due	\$4,395.00
Corrected Amount	0
Reason for Correction	<input type="text"/>
Comment	<input type="text"/>

Update Cancel

- Input a correct amount of 0
- In the dispute reason box under “Not Our Invoice,” select an assigned account or shipper/consignee or not on list
- Input a comment and select “Update”
- Follow the same process for the next invoice

# Mismatch Process



<input type="checkbox"/>	Invoice #	Action	Amount Due	Corrected Amount	Reason for Correction
<input type="checkbox"/>	281888620 ?		\$ 4,328.00	\$4,328.00	
<input type="checkbox"/>	281938874 ?		\$ 1,964.00	\$1,964.00	
<input type="checkbox"/>	281950952 ?		\$ 6,588.00	\$6,588.00	
3			\$ 12,880.00	\$ 12,880.00	

Multiple Invoices Dispute (Optional) - Use when disputing multiple invoices

Reason for Correction:

Corrected Amount:

Comment:

Apply

**Submit Dispute** Reset Cancel Select More Invoices

- After selecting “Update,” all information will be displayed for your review
- If correct, click the “Dispute” button at the bottom of the page
- You also have the ability to reset your Information or cancel the transaction at this time
- The Multiple Invoices Dispute remains available when multiple invoices need to be processed for mismails



# Searching Open/Closed Invoices and Payment History

**Invoices Search Criteria**

**Account # :**  
103860 - UNION PACIFIC DISTRIBUTION  
104016 - UNION PACIFIC DISTRIBUTION  
153935 - UNION PACIFIC DISTRIBUTION  
168810 - UNION PACIFIC DISTRIBUTION SERVICES  
189189 - UNION PACIFIC DISTRIBUTION  
Select/Deselect All

**Invoice Status:**  
 Closed  
 Open  
 Cancelled  
 All

**Invoice Details**

**Invoice Number(s) :** [Text Field]

**Cust Reference # :** [Text Field]

**Waybill # :** [Text Field]

**Equipment Initial:** [Text Field]      **Equipment Number:** [Text Field]

**Invoice From Date:** 03/03/2016 [Calendar]      **To Date:** 08/30/2016 [Calendar]

**Shipment From Date:** [Text Field]      **To Date:** [Text Field]

Search    Reset

**Payment History Search Criteria**

**Account # (required):**  
45608 - UNION PACIFIC DISTRIBUTION  
47133 - UPDS AUTOS  
103860 - UNION PACIFIC DISTRIBUTION  
104016 - UNION PACIFIC DISTRIBUTION  
Select/Deselect All

**Payment Type:**  
 All  
 Web  
 Non Web

**Invoice Criteria:**

**Invoice # :** [Text Field]

**Cust Reference # :** [Text Field]

**Invoice From Date:** 03/03/2016 [Calendar]      **To Date:** 08/30/2016 [Calendar]

**Waybill # :** [Text Field]

**Equipment Initial:** [Text Field]      **Equipment Number:** [Text Field]

Search    Reset

**Payment Criteria:**

**Confirmation # :** [Text Field]

**Check #:** [Text Field]

**Payment/Remittance ID:** [Text Field]

**Payment From Date:** 03/03/2016 [Calendar]      **To Date:** 08/30/2016 [Calendar]

Search    Reset

- You have the ability to search invoice and payment history for up to 18 months
- You are also able to search open and closed invoices through unique shipment identifiers
- Allows you to search payment history information by unique shipment identifiers, AOW payment confirmation #, check number or payment ID for payments made outside of AOW



# Auto Pay



S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

Example 1: Payment is due on 11th. Payment will be scheduled on 10th and Sent to Bank on 11th.

Example 2: Payment is due on 26th. Payment will be scheduled on 25th and Sent to Bank on 28th.

- By enrolling in Union Pacific Auto Pay, you will no longer have to manually schedule your invoices for payment. Union Pacific will automatically debit your account on the due date for each invoice.
- First, you will need to set up a payment account from which we will be able to withdraw payments. Go to “Administration - Manage Payment Accounts” to set up a payment account.
- Go to “Administration - Manage Accounts.” In the “Auto Pay” column, select the accounts you wish to enroll in Auto Pay, and click on the “Manage Auto Pay” button. Here you will be able to associate your payment accounts with the accounts you enrolled in Auto Pay. You will also receive more information on how the program works, including timing of withdrawals and scheduling of payments.

# Organization Overview



The screenshot displays the 'AOW Organization Overview [UPDS]' interface. It features a top navigation bar with 'Select Account', 'Search', 'Overview', 'Administration', and 'Help'. Below the navigation bar, there are tabs for 'Aging / Open Invoices', 'Delinquent Invoices', and 'Organization Overview'. The main content area is divided into three sections:

- Users (9):** A table listing users with columns for UserID, Name, Roles, Accounts, Phone, and Email. The first row shows UserID CTLO523, Name RANDY OISENMATH, Roles 1, Accounts 1, Phone, and Email.
- Accounts (9):** A table listing accounts with columns for Account Number, Account Name, and Payment Methods. The first row shows Account Number 47122, Account Name UPDS AUTOB, and Payment Methods 0.
- Payment Methods (1):** A table listing payment methods with columns for Display Name and Account Number. The first row shows Display Name ravel real account fee and Account Number \*\*\*\*\*4200.

Three callout boxes with arrows point to these sections: 'Users' points to the Users table, 'Accounts' points to the Accounts table, and 'Payment Methods' points to the Payment Methods table.

- The Organization Overview screen summarizes user information, accounts, payment methods, and their relationship to one another
- Go to menu “Overview - Organization Overview” to see summary

**User** - Displays the list of users associated to the organization along with accounts assigned to each user

**Account** - Displays the list of accounts associated to the organization along with payment methods assigned to account

**Pay methods** - Displays available payment accounts of the organization

# Import Disputes



**Restrictions**

- Maximum of 300 Invoices per import
- Your userid must have access to the account(s) for Invoices being imported
- Only letters, numbers, and currency are allowed. All other characters will be removed from input
- If entering dispute information a comment and dispute reason are required
- If entering dispute information dispute reason must be one of following reasons
  - o Incorrect Price
  - o Waybill Change Needed
  - o Cancelled/No Record of Shipment
  - o Duplicate Invoice
  - o Paid Up Already
  - o Paid Another Railroad
  - o Bill of Lading Needed
  - o Processing for Payment

**3 Ways to Identify Invoices for Import**

Dispute Information

Invoice Number	Equipment	Equipment Number	Date	Bill of Lading	Pay Amount	Reason for Correction	Comment
2407649314					\$482.00	Incorrect Price	Enter comment here
2407649315					\$580.00	Paid Up Already	Enter comment here
2407649316					\$978969.3890.00	Duplicate Invoice	Enter comment here

**File to Import**

**Supported Formats**

**Global Dispute (Optional) - Use when disputing multiple invoices**

Corrected Amount:  Reason for Correction:

Comment:

Dispute Reset Cancel

Invoice #	Action	Amount Due	Corrected Amount	Reason for Correction	Comment
2407649314		\$4,276.00	\$622.60	Incorrect Price	Test 222
2407649315		\$4,059.00	\$621.60	Incorrect Price	Test 221
2407644460		\$2,014.00	\$620.00	Incorrect Price	Test 220
2407643312		\$5,905.00	\$619.00	Incorrect Price	Test 219
2407649322		\$2,014.00	\$618.00	Incorrect Price	Test 218
2407646321		\$3,038.00	\$617.00	Incorrect Price	Test 217
2407649445		\$2,040.00	\$616.00	Incorrect Price	Test 216
2407648448		\$4,333.00	\$615.00	Incorrect Price	Test 215
2407643113		\$5,444.00	\$614.00	Incorrect Price	Test 214
2407646320		\$4,059.00	\$613.00	Incorrect Price	Test 213
2407649321		\$1,791.00	\$612.00	Incorrect Price	Test 212
2407649317		\$3,914.00	\$611.00	Incorrect Price	Test 211
2407649314		\$1,745.00	\$610.00	Incorrect Price	Test 210
2407649316		\$2,261.00	\$609.00	Incorrect Price	Test 209
<b>113</b>		<b>\$146,244.00</b>	<b>\$59,554.00</b>		

- Receivables/invoices can be imported to AOW for dispute
- Use "Import Transaction Details" button on the landing page
- Select the import file and click "Upload" to import the invoices to dispute
- In case of errors in the import file, a link with error messages will be displayed
- If the file is in the right format and the data is valid then a new screen opens with all the invoice details from the import file
- Use "Dispute" button to dispute all the imported invoices at a time

# Export Ability



Account Number	Account Name	Service Number	Exp Bal	Exp Bal Due	Acct Status	Exp Bal
24020	MELOSOAL AMERICAS INC	24007040	CCBE	5000	\$0,000.00	New
34020	MELOSOAL AMERICAS INC	24075295	GATY	51744	\$6,189.00	New
44020	MELOSOAL AMERICAS INC	24075315	CCBE	5000	\$6,189.00	New
54020	MELOSOAL AMERICAS INC	24000801	OWNE	7195	\$6,272.00	New
64020	MELOSOAL AMERICAS INC	24000668	GATY	51725	\$4,251.00	New
74020	MELOSOAL AMERICAS INC	24000657	GATY	51749	\$4,251.00	New
84020	MELOSOAL AMERICAS INC	24075296	GATY	51711	\$6,189.00	New
94020	MELOSOAL AMERICAS INC	24075316	CCBE	5000	\$7,220.00	New
104020	MELOSOAL AMERICAS INC	24075371	OWNE	5000	\$2,072.00	New
114020	MELOSOAL AMERICAS INC	24062970	OWNE	5000	\$2,072.00	New
124020	MELOSOAL AMERICAS INC	24075264	UTLX	16544	\$6,477.00	New
134020	MELOSOAL AMERICAS INC	24000620	OWNE	4000	\$2,072.00	New
144020	MELOSOAL AMERICAS INC	24075658	CCBE	5000	\$6,272.00	New
154020	MELOSOAL AMERICAS INC	24075657	CCBE	5000	\$7,220.00	New
164020	MELOSOAL AMERICAS INC	24075665	GATY	51744	\$6,789.00	New
174020	MELOSOAL AMERICAS INC	24075287	OWNE	5000	\$2,072.00	New
184020	MELOSOAL AMERICAS INC	24075282	OWNE	5000	\$2,072.00	New
194020	MELOSOAL AMERICAS INC	24075345	CCBE	5000	\$6,272.00	New
204020	MELOSOAL AMERICAS INC	24075738	CCBE	5000	\$6,189.00	New
214020	MELOSOAL AMERICAS INC	24064963	CCBE	4000	\$7,220.00	New
224020	MELOSOAL AMERICAS INC	24075309	CCBE	4000	\$7,220.00	New

- Ability to export account(s) data to Microsoft Excel
- Use the “Export” button on the landing page
- Can select one or multiple accounts to export
- Can customize columns to export, and your preferences are saved
- Can pick an export format (.csv or .xls)

# Feedback

A screenshot of a web browser window titled "AOW Feedback". The window has a yellow header bar with the title and a close button. The main content area has a light yellow background and is titled "Account On the Web - Feedback". It features a lightbulb icon with a green glow and the text "We value your comments." followed by "Submission of this form provides feedback to our development and management so that we can better serve you." Below this is a "From:" field with the value "<TODDMCFARLIN>" and a "Subject:" dropdown menu with "General Feedback" selected. A large text area labeled "Comments:" is positioned below the subject field. At the bottom of the window are two buttons: "Close" and "Send Feedback".

- To provide feedback or suggestions on any AOW functionality
- The link is placed on the top of each screen
- Can also be found in the contact us screen

# Account on the Web

## Contact Information



**For questions about the AOW web application please contact:**

Account On the Web Support Team 1-877-712-4687

Monday - Friday 8 a.m. - 4 p.m. CST

**For questions regarding your User ID/Password as well as ALL other up.com web applications please contact:**

National Customer Service Center e-Commerce Team 1-800-872-1045

Monday - Friday 7 a.m. - 10 p.m. CST

Saturday 8 a.m. - 3 p.m. CST

**For questions regarding an invoice please contact:**

Revenue Accounting 1-800-925-6396

Monday - Friday 8 a.m. - 4 p.m. CST