



Carrier Frequently Asked Questions

Q: I've got a bill. Where do I send it?

A: Send your bills directly to the office where you booked the load. In most cases, this will be our home office in Rockford: 1463 S Bell School Rd, Rockford, IL 61108. If you are using another Time office, check the upper left hand corner of your rate confirmation sheet and mail or fax it back to the address/number there.

Q: Mail is so slow. Can I fax in my bills to expedite payment?

A: We're all about speed, but it all depends on your load. In some cases, good faxed copies will be accepted; emailed bills are often acceptable. Please discuss your options with your Time broker.

Q: Does Time Logistics Group offer electronic deposit?

A: No. Electronic deposit is not available yet, but we're working on integrating it.

Q: I need to check my payment status. What do I do?

A: Call the office at which you booked your load. (In most cases this would be our home office at 888-875-9333.) Have your Load ID number ready. (This is available on the load confirmation sheet.)

Q: What are Time Logistics' payment terms?

A: We pay net 14 days. Once a clean Bill of Lading is received, the load will be processed and paid 14 business days later.

Q: I think I'm entitled to a deduction. Who do I talk to?

A: Your broker, at the office where you booked the load, can assist you.

Q: Does Time Logistics Group offer Quick Pay?

A: Yes, in the form of a Comchek.

Q: Is there a fee for a Comchek/Quick Pay?

A: Yes. Fees are 2% or \$25, whichever is greater.

Q: I need a fuel advance. How much is Time's allowance?

A: Time advances up to 40 percent, after the load has been picked up.

Q: Does Time have restrictions when receiving Comcheks/Quick Pays?

A: Yes. If you factor your bills, you will have to get permission in writing from your factoring company to allow advances. Plus, your paperwork will need to be completed, and state clearly who may receive advances. Lastly, on your first load with Time Logistics, you will only receive up to 70 percent via Comchek. The remaining 30 percent will be mailed to you in regular check form.

Q: Only 70 percent on my first load? Why?

A: We only pay out 70 percent initially in order to verify mailing addresses needed for 1099s, which are required by the Internal Revenue Service.

Q: Does Time Logistics have a cut-off time for getting a Comchek settlement?

A: Yes. You must call your booking office by 4:30 p.m., which will provide your broker with enough time to enter and update any required information in order for the file to be invoiced and paid.

Q: I forgot my password. How do I retrieve it?




A: Contact Time at 888-875-9333 and ask to speak to your broker. Please have your MC# handy.

Q: Is it possible to get a dedicated lane?

A: Yes, but it varies by office. Start by contacting your local Time Logistics Group office.

Q: I did not receive a 1099. Why?

A: There could be a number of reasons. The most common are:

-  Your company is incorporated. 1099s are not sent to corporations.
-  We do not have your current address.
-  We do not have a W-9 with your current tax status.

Q: I have a specific question you haven't answered. Who do I call?

A: Our 888 number is always on! Call Time Logistics Group at 888-875-9333.

