

## Invoice payment status

Before requesting a payment status, you will want to ask yourself these questions to ensure that your invoice is eligible for payment.

1. **Did you submit the invoices to the Ryder Scan Center?** If you submitted your invoice directly to the Ryder location the invoice **will not** be paid. Please submit a copy of your invoice, **with the valid Ryder information included on the invoice**, to our scan center via 1 of the 2 methods below
  - a. Via email to [8882815928@onlinecapturecenter.com](mailto:8882815928@onlinecapturecenter.com)
  - b. By fax to (888) 281-5928

\*Valid Ryder Information

**PO Invoices** – Must have the **valid 10 digit numeric Ryder Purchase Order**.

**Non PO** – Must have the **First and Last name of the Ryder Location contact and the location code** in the “Bill To” section of the invoice.

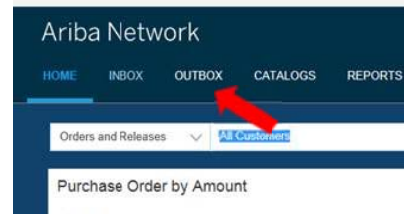
2. **Did you submit the invoice with the required Ryder information included on the invoice?** If not, your invoice will not be processed and you will need to resubmit the invoice with the PO # (for PO invoices) or the Ryder contacts first and last name ( For Non PO invoices) included on the invoice.

\*If you need a purchase order number for your invoice or need to know the status of a purchase order number, or require a new PO number for your invoice **please contact the Ryder location that you did business with directly**.

3. **Have your payment terms passed?** Ryder pays based on your invoice date and your net payment terms. If the net term timeframe has not passed, please allow this time to pass before inquiring about the payment.

-----  
If the answer for all these questions is yes, you will need to log into your Ariba Network account and follow these steps.

1. Log into the Ariba system at <https://supplier.ariba.com>
2. From your homepage, click on the Outbox tab



3. Click on the invoice number you want to view

0281315520

0281315530

This will route you to the invoice and provide you with the history, payment information, etc.

If you are unable to find the payment status, send an email to [IASupport@ryder.com](mailto:IASupport@ryder.com).

-----  
[IASupport@ryder.com](mailto:IASupport@ryder.com) can assist with the following issues:

1. Missing Payments (put “**Invoice Payment Status**” in subject line)
2. Vendor Registration questions or issues (put “**Vendor Registration**” in subject line)
3. Supplier changes
  - a. Vendor Remit To Address Changes (put “**Remit to Address change**” in subject line)
  - b. Vendor Name Changes (put “**Vendor Name Change**” in subject line)
4. Vendor Statements - (put “**Vendor Statement**” in subject line)
5. Ryder’s Accelerated Payment Program (put “**Discount**” in subject line)

### RCRC Invoices

-----  
**Any RCRC invoice sent to the Ryder Scan Center will not be processed.** All RCRC payments are to be sent, via fax to:

1. For US invoices 678-587-6869
2. For Canada invoices 678-587-6801

### ACH/EFT Payments

For all questions or issues regarding ACH or ETF, please submit a request to [Epay@ryder.com](mailto:Epay@ryder.com).