Getting Started

Request Access to www.myshipinfo.com

Please fill out the below form to request a username and password for our system so you can view the status of your invoices, locate remittance, and more.
https://www.myshipinfotraining.com/new-carrier-user

Establish an EDI Connection (Preferred)

Please fill out our EDI setup form: https://www.myshipinfotraining.com/edi-setup-form. Once submitted, a member of our EDI Support Team will contact you via email. If you need to reach the EDI Team directly, please contact them at edi.support-ENV@koerber-supplychain.com
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Establish a CloudTrade Connection (PDF Mapped Invoicing)

If EDI is not an option, please send all invoices via PDF copy to audit.invoices-env@koerber-supplychain.com for processing. However, outside of EDI, CloudTrade is your next best option for submitting invoices to Körber. For more information on CloudTrade, please see page number 4.

Establish method of payment (Payment Processing Clients Only)

Please fill out the appropriate EFT form linked below. Once filled out, please send to us-fin-billpay@koerber-supplychain.com. - https://www.myshipinfotraining.com/eft-form
If you are unsure if the client uses Körber for payment processing, please refer to your initial onboarding email or reach out to operations-carrierservices-us-env@koerber-supplychain.com for confirmation.

Visit the Körber Online Carrier Training Center

Our dedicated carrier training center has quick, helpful videos to show you tips and tricks on MSI – including invoice loading, configuring invoice lookup columns, locating remittance detail, and more.
Check it out at: https://www.myshipinfotraining.com/carrier-training-center
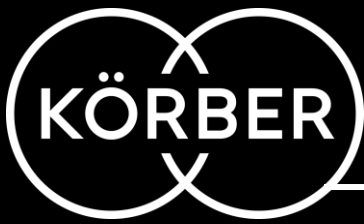
Körber Audit Flow Chart
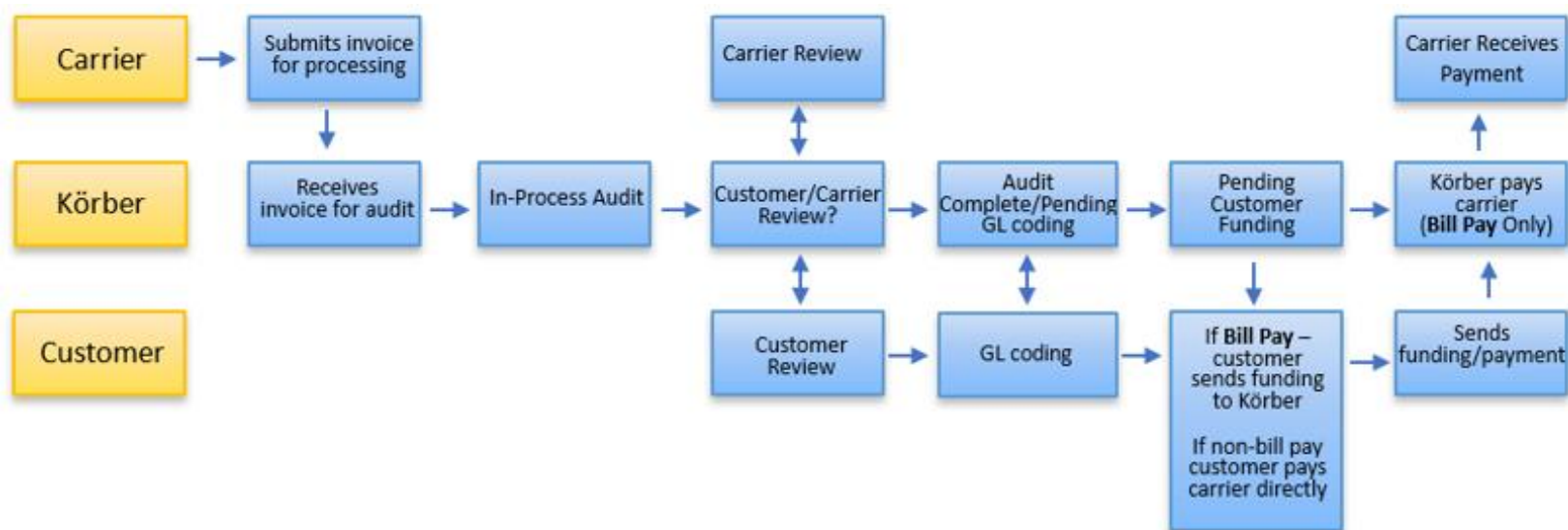
Please note:

If you have an invoice in "Pending Carrier Review" status, the carrier will need to review, action, and send the invoice back to the auditor in MSI for the invoice to return back to audit. Please reference the following video tutorial on this process: https://www.myshipinfotraining.com/review-carrier-task-list

Please note: (Payment Processing Clients Only)

Each individual customer sends funding to Körber differently. Not every customer sends funding to Körber on the same day. Please allow our mutual customers time to fund pay runs, once the funding has been received, payment will be issued within 48-72 hours.

Invoice Status Definitions
(At a glimpse)

Scanned	PDF Invoice has been loaded into MSI and is awaiting keying by data entry
In Process - Audit	In Audit Queue
Pending Auditor Clarification	Auditor clarification needed for data entry question - Our data entry team has a question on how to key the invoice. This question is sent to the auditor to clarify details
Pending GL Coding	Invoice processing completed - needs GL code provided by customer to close into a pay run
Audit Complete	Invoice processing completed - will appear on the next available pay run based on net pay terms
Pending Customer Funding Bill Pay Clients Only	Invoice closed into a pay run - Approved amount for invoice has been reported to the customer for funding. Once Körber receives the funds (on average within 5-10 days, but dependent on customer), payment will be issued within 24 hours.
Pending Customer Funding Non-Bill Pay Clients	Invoice closed into a pay run - Approved amount for invoice has been reported to the customer for funding. For non-bill pay clients, Körber has no visibility to payment information beyond "Pending Customer Funding". Please contact the customer directly for payment detail.
Payment Processing Bill Pay Clients Only	Funding has been received - payment is issued within 24-48 hours
Payment Processing Non-Bill Pay Clients	Never Applies and will not be used for non-bill pay clients
Paid Bill Pay Clients Only	Invoice completed entire process including payment. Payment details and payment information is now available in MSI
Paid Non-Bill Pay Clients	Does not apply to non-bill pay clients

To see the **full list** of statuses and their definitions, please visit the below link found in the Körber Carrier Training Center: https://www.myshipinfotraining.com/invoice-status-terms
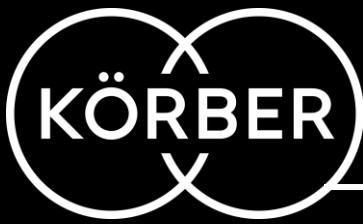
CloudTrade

What is CloudTrade?

CloudTrade is a partner of Körber that processes invoices using data capture on executable/system generated data rich PDF files. Invoices in this format are picked up by CloudTrade where the data is extracted and read, then processed through MyShipINFO.

Why should I opt into CloudTrade?

   1. Systematic submission from the carrier ensures Körber is receiving the invoice file

   2. Executable PDFs can be mapped to include all data requirements which leads to better processing times and faster payments

   3. Data integrity is 100% when data is bypassing the manual data entry process

How do I opt into CloudTrade?

In order to establish a CloudTrade mapping set up, Körber will need the carrier to provide an 'Executable PDF'. An executable PDF is a non-scanned PDF which you can select data elements from on the PDF. If you'd like to establish a PDF mapped set up, please fill out the following linked CloudTrade setup form: https://www.myshipinfotraining.com/cloudtrade-setup-form

Invoice format for submitting invoices via Cloud Trade:

1. System Generated PDF – this should be in data-rich format, where the text can be highlighted as though you were going to copy and paste it.

2. XLS Spreadsheet – this should contain all required data elements to be invoiced. Can have multiple shipments per file.

3. All pages within the system generated PDF must be rotated correctly and legible when the PDF is opened. For instance, the pages cannot be sideways or upside down.

4. Supplementary documents such as BOL, packing list, and more are also supported.

   ** To begin a CloudTrade setup with Körber, please fill out the below linked form:
   https://www.myshipinfotraining.com/cloudtrade-setup-form
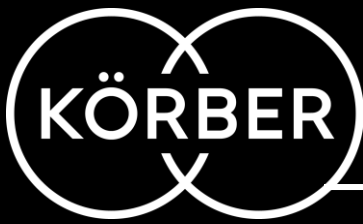
Körber Audit FAQ's

Q: How long does it take for a PDF invoice to be loaded into MSI once I send it?
A: Typically, it will take 2-4 days for an invoice to be loaded, keyed, and reviewed for quality assurance before reflecting status in MSI.

Q: If my invoice was short paid or zero paid, what should I do?
A: You are able to review the short pay or zero pay reasoning independently in MSI, or you can reach out to carrierservices-env@koerber-supplychain.com for assistance. To submit a balance due invoice, please send the invoice via PDF copy to audit.invoices-env@koerber-supplychain.com for processing.

Q: I am setup on EDI, but I am sending PDF invoices to audit.invoices-env@koerber-supplychain.com for processing and they are not being loaded into MSI. Why are they not being loaded?
A: If you have an established EDI connection, original invoices should always be triggered via EDI for processing. Only balance due and corrected invoices should be sent via PDF copy to audit.invoices-env@koerber-supplychain.com for processing.

Q: I received payment from **Körber** but did not receive any remittance details to go along with the payment. Where can I view remittance details?
A: (Payment Processing clients only) The Carrier Services team can set up your team to receive automated remittance reports that are sent directly to your email inbox. You can also retrieve remittance detail independently on MSI. Please visit the Carrier Training Center to view the remittance tutorials: https://www.myshipinfotraining.com/carrier-training-center

Q: How come I never get an email reply from audit.invoices-env@koerber-supplychain.com?
A: audit.invoices-env@koerber-supplychain.com is dedicated to the loading of invoices only. For all invoice and payment inquiries, please reach out to carrierservices-env@koerber-supplychain.com and our dedicated Carrier Services team will be glad to assist you.

Q: Why has my invoice been "stuck" in Pending Customer Funding status for so long?
A: If the customer is a Körber bill pay client, funding time will vary by customer. If your customer is a non-bill pay client, please reach out to the customer directly for payment detail.