

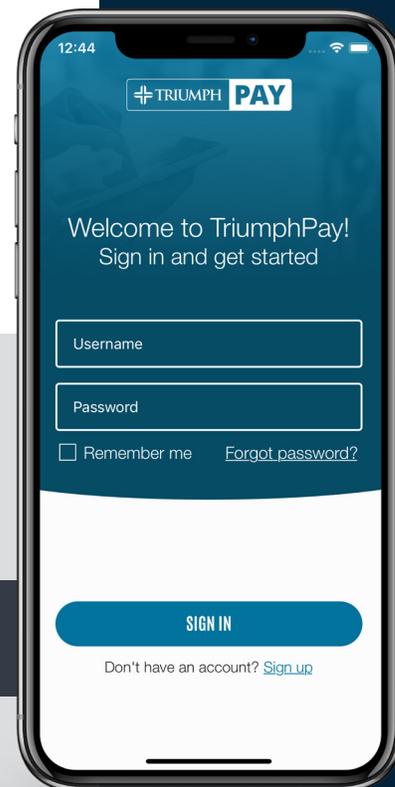


BNSF Logistics and TriumphPay have partnered to make your payments easier.

1. Go to secure.triumphpay.com to create your account.
2. Select **BNSF Logistics, LLC** as your broker and confirm the relationship through authentication.
3. Set up your preferred payment method.

If you require support, you can reach out to the TriumphPay Carrier Success Team by calling (469) 312-7222 or by visiting support.triumphpay.com.

You can also download the app by going to triumphpaymobileapp.com. The app is available on both Apple and Android app stores.



Frequently Asked Questions

What is the payment status of my invoice?

If you are connected to TriumphPay, you can log in to your account online. Select the Invoices tab. There you will see the payment status of your invoices.

If you are not connected, please call the TriumphPay team at (469) 312-7222. We will create an invite link.

How do I connect to TriumphPay?

Go to secure.triumphpay.com and register as a carrier.

You may also contact TriumphPay at info@triumphpay.com.

How do I submit paperwork to my BNSF Logistics?

Submit documents to BNSF Logistics via email at invoicing@bnsflogistics.com. If you are a qualified QuickPay carrier, send the email to quickpay@bnsflogistics.com. Complete the information for the load. Upload your documents in PDF or TIF format.



Questions? Contact (469) 312-7222 or info@triumphpay.com for support.

I cannot connect to TriumphPay because I cannot authenticate. How do I fix this?

Please contact the TriumphPay operations team by emailing the following information to info@triumphpay.com.

- Carrier Name
- MC/DOT Number
- Your Name
- Email
- Phone Number
- Broker
- Outstanding Invoice for Verification with the Amount

How do I change my banking information?

You can set up your banking info on TriumphPay.com. You will need to enter the information in the bottom right corner of your dashboard where it says Wallet. You can update the info online by entering what you originally set up as your ACH info. Once complete, a verification phone call will be made to authenticate the change.

How do I add users to my account?

Sign in to the TriumphPay portal. Click on My Profile. On the right side of the screen, you will see a prompt to add users. Select this and complete the information needed. Once completed, click on Add Users and follow the prompts.

What do the user roles allow the user to do in TriumphPay?

The admin role allows changes to be made to the account. It also has the same access as the Billing and Driver roles. The Billing role allows the user to see the status of a payment. This role also has the same access as the Driver role but is unable to make changes to the account. The Driver role can only see the invoice and payment status.

Why is my scheduled payout date outside of the standard payment term?

Payment terms begin once BNSF Logistics has approved the invoice.

Find more information at support.triumphpay.com.

