

# PAYMENT GUIDELINES FOR SHIPPERS

## GUIDELINES

The guidelines provided below are non-negotiable and shall be deemed to have been accepted, wherein the Shipper is availing services of LOADNOW

- A. The Fare which the Shipper shall be paying to the Truck Operator, should be made after the Shipper is assured of the authenticity of the Truck Operator and its ability to execute the delivery of the Load and understands that LOADNOW gives no warranty or assurance about the genuineness or merchantability of the services offered by the Truck Operator nor vouches for the credibility of the Truck Operator.
- B. LOADNOW has no control over the quality of services of the Truck Operator and other material aspects thereof.
- C. The Fare to be arrived at by and between the Truck Operator and the Shipper mutually on LOADNOW and that LOADNOW has no actual/perceived control or influence over the Truck Operator.
- D. In respect of any dispute arising out of the transactions been undertaken between the Shipper and the Truck Operator, LOADNOW has no responsibility or liability.
- E. LOADNOW is not liable in any respect towards the Shipper for the payment of Fare to the Truck Operator nor for any charge back requests. It is the sole responsibility of the Shipper to verify, check and crosscheck documents and other bona-fides of the Truck Operator before handing over the Load and/or making any payment.
- F. LOADNOW is not liable for any fraudulent transactions, misrepresentation or suppression of facts by the Truck Operator. The role of LOADNOW is limited to providing a platform where Shippers interact, engage with and avail services of Truck Operators.
- G. It is the sole responsibility of Shipper to ensure the Fare so paid by it constitutes the payment in full for receipt of services of the Truck Operator and LOADNOW shall not be liable at any time, for reimbursing or paying any out-of-pocket expenses for or on behalf of the Truck Operator.
- H. By agreeing to use LOADNOW payments for payment of Fare, the Shipper understands that LOADNOW Payments is only to enable make peer-to-peer payments, but the responsibility to negotiate and carry out checks lies with the Shipper.

## FAQs

1. When to make the payment?

It is suggested that the payment to be made for transporting the Load can be split into two parts. Wherein one part (referred as 'Advance') is to be paid at the time of handing over the Load to the Truck Operator at the point of loading and the remaining part of the payment (referred as 'Balance') to be cleared only after the Load has been delivered/handed over to the point of contact at the unloading point.

2. What are the relevant documents that the Shipper should check before handing over the Load to the Truck Operator?

It is recommended that you should insist on receiving the following from the Truck Operator:

- Registration certificate of the vehicle. ○ Aadhar card and other photo ID proofs of the Truck Operator. ○ Insurance of the vehicle. ○ Permits of the vehicle.
- Fitness certificate of the vehicle. ○ Any other document that you may deem fit to be ensure of the authenticity and genuineness of the Truck Operator

In addition to receiving documents mentioned above, the Shipper should receive a loading slip and a weight slip from the Truck Operator. For the avoidance of doubt, it is hereby clarified that the documents as enlisted above is not exhaustive and may differ from industry to industry.

3. At the point of loading, what are the documents that the Shipper should provide the Truck Operator?

It is strongly recommended that as a matter of good industry practice, you should provide the following to the Truck Operator: ○ Lorry Receipt, commonly known as bilti that should mention details extracted from material invoice and weight slip.

- Material Invoice pertaining to the Load being transported. ○ Any specific and/or general instructions in writing about how, when the Load is to be transported, loaded and unloaded.
- Any other document that you believe is required for transporting the Load and which the Truck Operator may be asked/called upon to produce by the concerned authorities, in respect of the Load.

If after receiving the documents, you have a reason to believe there exists some discrepancy in the details, particulars in the documents furnished by the Truck Operator and/or you are not assured about the Truck Operator has the ability to deliver the Load, then you should refuse to provide the handover of the Load.

4. At the time of unloading, what are the things to do and things to lookout for, before making the remaining payment to the Truck Operator?

- Check whether the vehicle has reached the correct point of unloading as per the details mentioned in the bilti/lorry receipt. ○ Check whether the Load being unloaded matches the description in the bilti/lorry receipt and other documents.
- Check for any physical damage to the Load. ○ After ensuring the delivery, you should make payment of Fare in full, unless otherwise agreed by and between you and the Truck Operator. ○ Provide a proof of delivery to the Truck Operator which should be duly signed by the authorised person at the point of unloading, wherein such proof should mention all material particulars, including but not limited to date and time of unloading and any reference to the condition in which the Load has been delivered in.

5. What is the ideal way to make the payment?

The ideal way to make the payment is to use LOADNOW Payments which is available on the LOADNOW platform. LOADNOW payments is a safe method to record the payments that you have received for transporting the Load, account details, beneficiary name and record of the transaction for your future references.

## PAYMENT GUIDELINES AND FAQs FOR TRUCK OPERATOR

### GUIDELINES

The guidelines provided below are non-negotiable and shall be deemed to have been accepted, wherein the Truck Operator is providing its services on LOADNOW.

- A. Truck Operator is assured of the authenticity of the Shipper and its ability to pay for the delivery of the Load and understands that LOADNOW neither gives any warranty nor assurance about the genuineness of the Shipper nor vouches for its credibility or the contents and the nature of the Load.
- B. The Fare to be arrived at by and between the Truck Operator and the Shipper mutually on LOADNOW and that LOADNOW has no actual/perceived control or influence over the Shipper.
- C. In respect of any dispute arising out of the transactions been undertaken between the Shipper and the Truck Operator, LOADNOW has no responsibility or liability.
- D. It is the sole responsibility of the Truck Operator to ensure the Fare so paid by the Shipper constitutes the payment in full for provisioning of services and LOADNOW shall not be liable at any time, for reimbursing or paying any out-of-pocket expenses for or on behalf of the Shipper.
- E. It is the sole responsibility of Truck Operator to verify, check and crosscheck documents and other bona-fides of the Shipper and the Load before accepting the Load and/or Fare.

- F. LOADNOW is not liable for any fraudulent transactions, misrepresentation or suppression of facts by the Shipper. The role of LOADNOW is limited to providing a platform where Truck Operators interact and engage with Shippers.
- G. By agreeing to receive payments for the transportation of the Load using LOADNOW Payments, the Truck Operator understands that LOADNOW Payments is only to enable the Truck Operator to accept/ receive peer-to-peer payments, but the responsibility to negotiate and carry out checks lies solely with the Truck Operator.

## FAQs

### 1. When to make the payment?

It is recommended that the payment to be received for transporting the Load can be split into two parts, wherein one part is to be received at the time of accepting the handover of the Load from the Shipper and the remaining part of the payment should be received at the time of unloading the Load or only after the Load has been delivered/handed over to the point of contact at the unloading point, as the case may be.

### 2. What are the some of the relevant documents that the Truck Operator should provide the Shipper with, before accepting the handover of the Load from the Shipper, in order to enable the Shipper to verify the bona-fides of the Truck Operator?

It is strongly recommended that as a matter of good industry practice, you should provide the following to the Shipper:

- Registration certificate of the vehicle.
- Aadhar card and other photo ID proofs of the Truck Operator.
- Insurance of the vehicle. ○ Permits of the vehicle.
- Fitness certificate of the vehicle. ○ Any other document that you believe would enable you to demonstrate your authenticity and genuineness and convince the Shipper of your ability to deliver the Load.

In addition to providing the documents mentioned above, at the point of loading, the Truck Operator should provide a loading slip to the Shipper along with a weight slip for the Load concerned. For the avoidance of doubt, it is hereby clarified that the documents as enlisted above is not exhaustive and may differ from industry to industry.

### 3. At the time of loading, what are the documents that the Truck Operator should deliberate upon receiving from the Shipper at the point of loading?

It is recommended that you shall insist on receiving the following from the Shipper:

- Lorry Receipt, commonly known as bilti that should mention details extracted from material invoice and weight slip.

- Material Invoice pertaining to the Load being transported.
- Any specific and/or general instructions in writing about how, when the Load is to be transported, loaded and unloaded.
- Any other document that you believe is required for transporting the Load and which you might be asked/called upon to produce by the concerned authorities, in respect of the Load.

At the time of loading, you should crosscheck and ensure that the Load only contains those materials, goods, contents and in that exact quantity that is mentioned in the material invoice and other documents and that there exists no discrepancy between the details existing in different documents, to minimise/eliminate the possibility of a dispute later on.

If after receiving the documents, you have a reason to believe there exists some discrepancy in the details, particulars in the documents furnished by the Shipper and/or you are not assured about the Shipper's willingness or ability to pay for the transportation of the Load, then you may decide to refuse to accept the handover of the Load.

4. At the time of unloading, what are the things to do and things to lookout for, before accepting the remaining payment from the Shipper?
  - Check whether the vehicle has reached the correct point of unloading as per the details mentioned in the bilti/lorry receipt.
  - Check whether the Load being unloaded matches the description in the bilti/lorry receipt and other documents.
  - Check for any physical damage to the Load. ○ Ensure that the payment of Fare in full has been made by the Shipper, unless otherwise agreed by and between the Shipper and the Truck Operator.
  - Before leaving the point of unloading, ensure that you have a proof of delivery, duly signed by the authorised person at the point of unloading, wherein such proof should mention all material particulars, including but not limited to date and time of unloading and any reference to the condition in which the Load has been delivered in.

5. What is the ideal way to receive the payment from the Shipper?

The ideal way to receive the payment is to use LOADNOW Payments which is available on the LOADNOW platform. LOADNOW payments is a safe method to record the payments that you have received for transporting the Load, account details, beneficiary name and record of the transaction for your future references.