



Memo

To: Sandhills Delivery Drivers
Date: ~~3/12/2013~~ 7/2013
Re: SOP # 4 – Updating RBAGS for proper billing

Each driver is responsible for billing his/her deliveries accurately. The instructions below show what needs to be done after each day of deliveries (within 24 hours of your last delivery for that day).

- 1) Sign into WWW.RBAGS.COM and verify the deliveries you made are correctly invoiced. If you find one that does not have all the accurate information (pick up date and time, Status as “OD Delvered INV”, Delivery Date and Time, and name of person signing for delivery), do the following:
 - a. Click on Add (all the way to the right of the page)
 - i. Is the pickup date/time correct (If not, correct it)
 - ii. Is the delivery date/time correct (if not, correct it) (note: If the time between i) (pickup) and ii) (delivery) are less than 10 minutes or more than 3 days, the system will not invoice it. Change the Pickup time and date to reflect at least 10 minutes between pickup and delivery.
 - iii. Is the driver name/# correct? If not, choose the correct driver/# from the drop down list and click on it
 - iv. Is the name of the person that signed for the bag correct? If not, highlight the name listed and replace it with the name of the person that signed for it.
 - v. Once you have all this information correct, click on “Save”.
 - vi. If it does not take it, one of the following is still incorrect

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1. Pick up date/time vs. delivery date/time. These must be not less than 10 minutes apart nor more than 3 days apart. Adjust to the correct date/times and click save.
 2. Outside of contracted delivery window: If the pick up date/time and delivery date/time for Zone A – G deliveries is greater than 4 hours, you will be prompted to explain why. Click on the drop down menu for “NOTES” and enter the correct reason code.
Click Save
- 2) Now, verify there is a zone and price listed. If not, do the following:
- a. Verify there is a zip code and it is correct. If no zip code is listed, click on the BDO # (far left) and locate the zip code field. Add/Correct zip code and then add a comment in the comment field indicating you corrected the zip code (Bottom), and click “Add” and then “Save. Go back to the BDO screen and verify the price is listed.
 - b. If the zip code is correct and still is not priced, it is a mileage delivery. To learn how to update for mileage, Review the specific SOP for doing so.
 - c. Verify the Status field says “OD Delivered Inv”. If not, click on “Add” and “Save” (far right) for that BDO #.

REMEMBER, CHECKING EVERY DAY INSURES YOU KEEP YOUR DELIVERIES UPDATED FOR INVOICING AND WILL BE PAID AS QUICKLY AS POSSIBLE. NOT DOING THIS WILL CAUSE YOU TO DELAY PAYMENT BECAUSE YOU WILL MISS CUT OFF DATES, therefore PAYMENT FOR THOSE DELIVERIES WILL NOT BE INVOICED DURING THAT PAYMENT CYCLE.

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