
Good News! You can now send in your load documentation via email saving you time and money. No more delays due to lost mail.

Here's what we are looking for:

- **One** load per email. Emails with documentation for more than one load will be rejected.
- **The Atlantic Logistics load number must be in the subject line.**
- Everything for the load should be scanned into one PDF file if at all possible.
- Text in the body of the message will not be read or acted upon. These are processed automatically by an email server that converts the attachments into our imaging system. If special handling or additional information is required for us to process your invoice, please send it to APHelp@shipatlantic.com.
- Attachments must be legible or we will return them to you. If you are not able to send a legible copy by email, it will need to be mailed so we can manually scan the documents. Please make sure you keep a copy for your records in case it is lost in the mail.
- Grayscale or black/white. Color does not convert into imaging well.
- NO picture formats (.jpg, .png, gif)

Required documentation:

- Carrier invoice with our load # clearly marked
- Signed Proof of Delivery/BOL
- Permit, Lumper and Pallet receipts if applicable
- Additional documentation as required
- Carrier rate confirmation is not necessary

Please send ONLY your invoices and load documentation to invoices@shipatlantic.com and put our load number in the subject line. Questions or payment inquiries should be sent to APHelp@shipatlantic.com.

FAQ:

Q. Why is the invoice number required in the subject line?

A. Although moving to email processing will reduce errors, we may need to refer to your original email and PDF file if questions arise. Our ability to find it quickly means we may not have to contact you.

Q. How can I improve the quality of the files I send to you?

A. Use a flatbed scanner.

Q. Why can't I send a picture from my phone?

A. Most formats cannot be easily converted and imported into our document management system. File sizes are generally too large, images are blurred or poorly lit/shadowed.

Q. Will you accept mailed invoices and documentation?

A. Yes. Our mailing address is PO BOX 600859, Jacksonville, FL 32260-0859.

Q. My email was rejected by your email system. Why?

A. Some high-volume email addresses need to be manually added to our filtering system to reduce spam. Use a different sending email address or call Vikki Stark, our carrier manager, at 904.886.1111.

Q. We prefer to send our paperwork via fax. Can we fax everything to you?

A. Yes. Our dedicated billing fax number is 904.886.3529. Billing questions or loads requiring special handling will still need to be sent to APHelp@shipatlantic.com.

Q. I've been sending in my paperwork directly to the dispatcher and now I've been told not to. Why not?

A. By centralizing electronic receipt and processing, we reduce the possibility that it will be missed in someone's inbox, and, more importantly, it lets dispatchers concentrate on the real work of Atlantic Logistics – getting you loads.

Q. Your dispatcher told us that we can't send email documentation on this load. Why?

A. A few customers require original paperwork. These exceptions will be specifically noted on the rate confirmation.

Q. Quick pay? Direct Deposit?

A. Our moving to accept email invoices and paperwork is the first step. We seek to continue our great service and will roll them out in the future when feasible. Stay tuned.