



OperFi

WORKING CAPITAL. MISSION ACCOMPLISHED

ROAD TO SUCCESS

Welcome to the OperFi Trucking Entrepreneur Network!

On behalf of our OperFi Team, I would like to congratulate and thank you for your membership. You are now affiliated with the growing list of responsible trucking companies looking to partner with a different kind of factoring company who understands what it takes to stay competitive in this fast-changing industry.

Our mission is to provide our clients with the operational resources and finances in order for our clients to grow. We understand that you are a trucking entrepreneur and not just another trucking company. Our success depends on your growth, so our goal is to provide you with the tools to build a thriving and successful business.

Use this **Road to Success** Manual to educate yourself on the OperFi processes and realize the benefits you have at your fingertips on day 1.

We look forward to servicing your account.

Sincerely,

Tom Croteau
OperFi Founder

Operation Finance: Working Capital. Mission Accomplished!

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1. OperFi Process

Congratulations on joining the exclusive OperFi member network. We'd like to welcome you and take a moment to walk you through how to get started and what to expect on day 1 when working with OperFi.

The OperFi process is pretty straight forward:

1. Credit Check



Client contacts OperFi Credit Team online or via phone to determine if the customer has good credit.

3. Send Paperwork



Client submits invoices/supporting documentation for OperFi to purchase and bill the customer

5. Credit Check



OperFi evaluates total portfolio to ensure no concentrations exist and if the invoice was approved

7. Invoicing



OperFi invoices the debtor/customer and follows up for collection on Net 30 day terms



2. Performance

Client performs their contractual obligations with their customer



4. Verification

OperFi staff evaluates documentation and verifies with the customer/debtor for accuracy and completeness of all documentation



6. Funding

OperFi funds the client same day via multiple funding sources (ACH, Wire, Fuel Card, etc.)

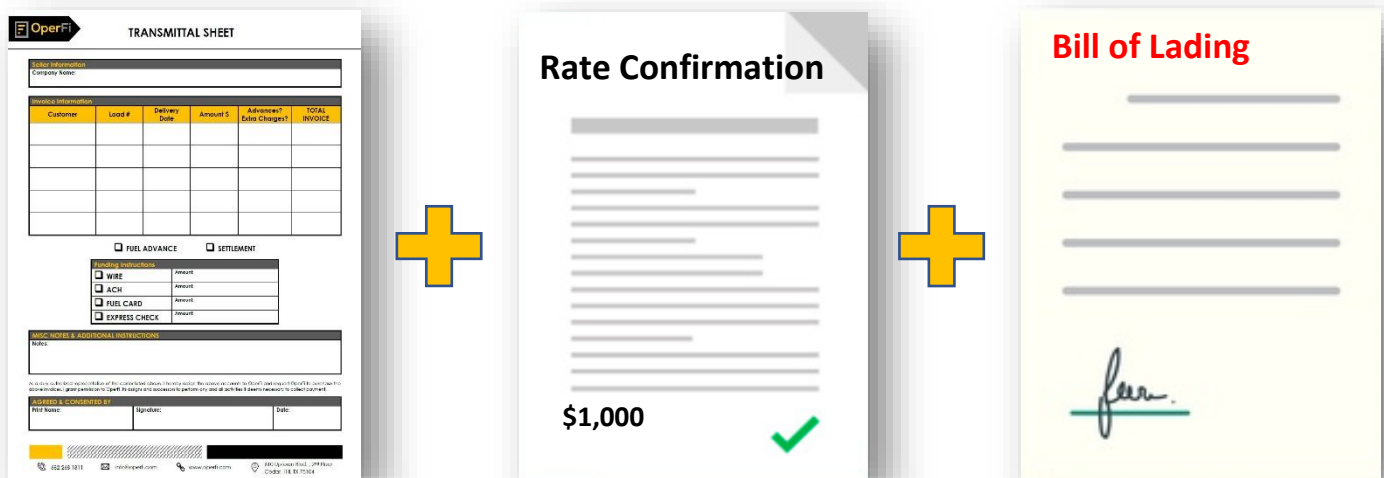
2. Submitting OperFi Transmittal Sheets

Submitting your paperwork on time and in the proper order ensures that your invoices will be processed as quickly as possible and allows for easier and faster funding. If the documents submitted are sent in multiple emails, texts, scans, faxes, etc., it may delay the processing of your invoices and may take additional time to get funded.

Submit your documents in the following order:

1. OperFi Transmittal Sheet
2. Broker/Shipper Rate Confirmation or Purchase Order
3. Bill of Lading or Proof of Delivery (Must be signed)

See below example of how your funding packages should look:



OperFi Transmittal Sheets are used as a cover page to submit multiple invoices for factoring. Make sure to complete all required fields and indicate your preferred payment method.

Submit your Transmittal Sheet along with your supporting documents to one of the below options:

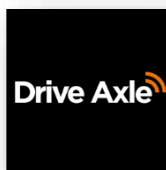
Email: funding@operfi.com

Online: Submit your documents online at www.operfi.com/uploads

Fax: Fax your paperwork to: (888) 259-8752

Third Party Applications: Use one of the below OperFi approved vendor websites and applications to submit your documents which can then be sent to our Billing Department at the above email address:

Drive Axle



CamScanner



Click the icons above to get directed to the Google Play and App Store to Download these applications today.

IMPORTANT: Ensure to submit your Transmittal Sheet and all documents prior to funding cutoff times

3. Best Practices – OperFi’s Business School 101 Rules

Who needs fancy business schools? OperFi is here to help you turn your entrepreneurial endeavor into a thriving business. Our mission is to make sure our clients run a successful business, so we provide you with the tools and train you to develop smart business practices, in order to grow and scale. These best practices will ensure a thriving relationship with OperFi but will also kick start your business to be primed for growth. Here are OperFi’s Business School 101 Rules:



a. **Credit Checks – Always know your customer’s credit**

Before sending in your invoices or even booking a load or job, call up OperFi’s experienced Credit Team who can approve or deny your customers in order to ensure your invoices can be factored.

To send a credit check, do one of the following:

✉ **EMAIL:** credit@operfi.com

☎ **CALL:** **888-OPERFI9 (888)673-7349 Extension 3** for the Credit Team

🔗 **ONLINE:** Login to www.operfi.com to check the customer on our credit portal. If using the online credit portal, make sure an OperFi team member walks you through your first use so you understand how to read it.



b. **Complete Documentation – Always ensure any contract, purchase order, application, or funding package has all documents in the correct order needed for processing.**

Make sure your funding packages are complete, legible, and have the attached Transmittal Sheet indicating your funding preference. Please refer to the above section on Submitting OperFi Transmittal Sheets for instructions on how funding packages should be sent in.

c. Cutoff Times & Closures – Always be on time



Being on time is one of the most important business lessons for our clients. Sending in your paperwork on time ensures adequate time for verification and processing. Please see our standard cutoff times for submitting paperwork.

CUTOFF TIMES:

ALL FUNDING TYPES: **1:00PM CST**
**Cutoff times can vary during holiday hours*

d. Account Status – Pay attention to your A/R aging



Whether it's your cash inflows or outflows, it's important to stay up to date on every dollar and financial obligation owed to you and your vendors. Although OperFi has purchased your invoices, it is still important to make sure you're communicating with your Account Executive to resolve any disputes, claims, or paperwork issues. Login to your online portal or ask your Account Executive to provide you with an Invoice Aging to stay on top of your customer's payment obligations.

e. Processing Fees – Understand your rates and fees



Any contract you sign comes with certain fees to pay attention to. Just like a cell phone company charges fees for specific admin functions, OperFi has fees we charge for different administrative tasks. Please read your contract thoroughly or visit our terms page and refer to the fees section here: www.operfi.com/terms to fully understand any fees associated with your account. Here are some of the main fees that our clients find most useful for their daily use:

PROCESSING FEES:

Wire Fee: \$25
ACH Fee: \$5
Fuel Card Fee: \$5

f. **Contract Commitments – Understand Your Obligations**



Reading the fine print is hard, but it's an important practice to start taking seriously for each of your vendors, customers, and even your employees. Understand your commitments on your OperFi Factoring Agreement to ensure for a seamless and transparent relationship. Contact an OperFi representative today if you have any questions on your contract, term, rates, fees, cancellation policies, or any other important aspect of your account. We encourage our clients to read their customer agreements as well to ensure the invoices we're buying for your customers don't have any clauses which delay or encumber OperFi's billing processes.

4. Grow Your Business

OperFi's Road to Success doesn't work unless our clients grow. OperFi has partnered with the best vendors and affiliates in the industry in order to keep our clients prepared for the growing demands of their industry and business needs. Call your OperFi representative to inquire about some of our below services you have available to you within the OperFi network:

