



Pay on Terms Frequently Asked Questions

How do I use Pay on Terms?

Pay on Terms simplifies and streamlines the invoicing and payment process. Unlike using a credit card at checkout, Pay on Terms allows you to pay invoices for your shipments on or before 15 days after the delivery date. Invoices can be automatically updated if the carrier invoices for more or less than was originally quoted. Currently, Pay on Terms works only with uShip's less-than-truckload (LTL) Instant Rates shipments.

Why did I receive this email from VersaPay and how do I sign up?

You received this email because you've been enrolled in uShip's Pay on Terms program. Within the email titled "uShip Pay on Terms Now Available", simply click the link that says "Click here to sign in with your uShip information" to access your VersaPay account. You can sign in to your account if prompted with your uShip credentials.

What's the connection between VersaPay and my uShip listings?

VersaPay is uShip's online invoicing partner for Pay on Terms. Once you are set-up in Pay on Terms, it's your source for viewing and paying all invoices.

How do I get to VersaPay from uShip?

Once logged into uShip, hover over your name in the top right corner and click "Payments". Your Account Summary will come up, and from there you'll need to click "Pay off Outstanding Invoices". This will take you directly to your VersaPay portal to view all of your invoices and make payments.

How can I pay my invoices?

You can pay either using ACH or check. We do not offer credit card payments for Pay on Terms shipments.

Who do I contact to get more information about my invoices?

If you've got questions about items appearing on your invoice, contact the [uShip LTL Ops team](#). If you have questions about VersaPay or any withdrawal/portal issues, contact the [uShip Payments Operations team](#). Alternatively, you can communicate with uShip via the comments section at the bottom of the invoice in VersaPay.

Is VersaPay secure?

VersaPay has passed the most rigorous security testing from external auditors to verify VersaPay's security level meets the highest industry standards. The VersaPay systems are monitored and updated as needed to protect against any known security risks. In addition to the third party testing, VersaPay's internal security personnel use several risk assessment and security tools to monitor and maintain the security of the VersaPay online systems. VersaPay is a certified PCI Level 1 Service Provider and is audited annually by its banking partners to ensure bank grade security compliance. All interaction with the VersaPay service is done using the latest level of SSL encryption (TLS). The VersaPay systems are housed in a SSAE 16 certified facility, meeting the highest standards of security and availability.

