

Procor Limited – Lease Invoicing and Payment Information Frequently Asked Questions 11/16/2015

Q: I just received my first invoice from Procor Limited (“Procor”). What is this invoice for?

A: Procor has sent its first lease invoice to you, the invoice is dated November 1, 2015, and it covers the car rental charges for the billing period beginning November 1st through November 30th. This invoice provides a detailed and organized explanation of your billing activity.

Please note that this initial invoice is for the car rental charges only. In the subsequent billings, other charges, such as rental adjustments, and bad order allowances, will be included for transactions incurred after close of business on September 30, 2015. Any charges prior to close of business September 30th will be processed and invoiced by GE Railcar Services (GERS).

Q: When do you send your lease invoices?

A: As our general billing practice, the lease invoices are billed in advance and sent on the last business day of the month prior to the billing period.

Q: I just received a lease invoice from Procor. Who do I contact regarding billing questions (i.e. car rental rate, assigned cars, etc.)?

A: You can contact your established Procor Account Manager or Customer Service Representative. Alternatively, you can notify Procor’s Accounts Receivable Representative; contact information is provided under Billing Inquiries at the bottom on the first page of your lease invoice.

Q: How can I identify the GE cars on the Procor invoice?

A: All cars listed under division series beginning with 6000 of your account are the cars that were purchased by Procor from GE.

Q: How will bad order credits be issued on GE cars in shop as of and since October 1, 2015?

A: All shop records on leased cars will be reviewed on a car-by-car basis for credit applicability, and adjustments will start to appear in subsequent invoicing. The credits will only apply to the period that Procor has owned the cars beginning October 1st for assigned cars in shop.

Standard Procor bad order policies will apply. Credits applicable to September 30, 2015 and prior are to be issued by GERS.

Q: We require a Purchase Order number on the invoices. Who do we notify in order to add this information?

A: You can contact your established Procor Account Manager or Customer Service Representative. Alternatively, you can notify Procor’s Accounts Receivable Representative; contact information is provided under Billing Inquiries at the bottom on the first page of your lease invoice.

Q: My invoice is not addressed correctly. How do I get it corrected?

A: You can contact your established Procor Account Manager or Customer Service Representative. Alternatively, you can notify Procor's Accounts Receivable Representative; contact information is provided under Billing Inquiries at the bottom on the first page of your lease invoice.

Q: My Company uses a third party company to audit and/or process our invoices for payment. How do I have my invoices sent to that third party?

A: You can contact your established Procor Account Manager or Customer Service Representative. Alternatively, you can notify Procor's Accounts Receivable Representative; contact information is provided under Billing Inquiries at the bottom on the first page of your lease invoice.

Q: I did not receive my Procor car rental invoice. Where can I get a copy?

A: Please ensure that your e-mail security filters are set to accept our e-mail addresses, correspondences, and attachments. A copy of your car rental invoice is available on Procor Link-Net® from the accounts payable – lease invoices option under the control center.

Q: I do not have access to Procor Link-Net®. How do I get access to the site?

A: From the Procor website (www.procor.com), click on the "Require a New Account" link within the Procor Link-Net® login facility.

Q: What can I access on Procor Link-Net®?

A: In Procor Link-Net®, you can access:

- 1) Lease/Rider information
- 2) Assigned car listing
- 3) Shopping and release of your leased cars from Procor repair locations
- 4) Historic car rental invoice copies of your account
- 5) Customer account balance with a listing of your open unpaid invoices
- 6) Repair services invoice copies with backup documents

Q: When are the Procor lease invoices due?

A: Our payment terms are net-10 days, beginning from the invoice date.

Q: What type of payments do you accept?

A: We accept electronic payments; such as ACH's/EFT's or wire transfers, as well as cheques. We encourage electronic payment.

Q: I just received a lease invoice from Procor. To whom and where do I send my payment when it is due?

A: The EFT payment information is available on the first page of the Procor lease invoice. For information on other payment methods please contact the Accounts Receivable Representative as per the contact information at the bottom of the invoice.

Q: To whom and where do I send my remittance advice?

A: You can send your remittance advice to our Accounts Receivable Department by e-mail to receivables@procor.com.

Q: I sent a payment to GERS for a Procor lease invoice in error. What should I do?

A: Please contact GERS immediately to discuss how the payment error should be resolved. You should also notify Procor's Accounts Receivable Department at receivables@procor.com. It is important that you pay any outstanding invoice amount to the corresponding invoicing party.

Q: I sent a payment to Procor for a GERS invoice in error. What should I do?

A: Please contact our Accounts Receivable Department immediately to discuss how the payment error should be resolved. You should also notify GERS. You can contact our Accounts Receivable Department at receivables@procor.com. It is important that you pay any outstanding invoice amount to the corresponding invoicing party.