

## JOINING ROADRUNNER'S SERVICE PROVIDER NETWORK

An Essential Guide To How RoadRunner Works With, Bills & Pays Vendors

### 1. WHO IS ROADRUNNER AND WHY ARE WE INVOLVED?

- RoadRunner provides nationwide waste & recycling solutions to 13,500+ commercial customers through long-term partnerships with a network of 4,500+ service providers (haulers, landfills, recovery facilities, transfer stations, equipment providers, etc.)
- We hold an executed **"Letter of Authority" (LOA)** to act on behalf of our customers to manage their waste & recycling logistics.
- We directly handle sales, customer service and billing, while working with vendors, like you, to provide reliable, efficient service.

<b>Legal Entity Name:</b> RoadRunner Recycling, Inc. (DBA RoadRunner)	<b>Corporate Structure:</b> Delaware C-Corporation (EIN: 46-5760171)	<b>Founded:</b> 2014
<b>Headquarters:</b> 105 40th Street, Suite 100 Pittsburgh, PA 15201	<b>Billing/Payment:</b> <a href="mailto:finance@roadrunnerwm.com">finance@roadrunnerwm.com</a> , Phone: 888-871-7623 ext. 2	<b>Service Questions:</b> <a href="mailto:vendor@roadrunnerwm.com">vendor@roadrunnerwm.com</a> , Phone: 888-871-7623 ext. 2

### 2. HOW DO I BILL AND GET PAID BY ROADRUNNER?

- **Bill Delivery Preference:**
  - **Billing Portal:** If you use a billing portal, please give us access to streamline bill processing to pay you faster.
  - **Email:** If no billing portal, please send to [finance@roadrunnerwm.com](mailto:finance@roadrunnerwm.com).
  - **Mail (*this will delay payment*):** Only if electronic billing is not possible, you can mail bills to:
 

RoadRunner Billing  
 500 Westover Dr #29637  
 Sanford, NC 27330
- **Bill Completeness and Validation:**
  - Bills must be **complete**, including all relevant service details, volumes (tonnages), service dates and streams. RoadRunner will inquire about missing data as **incomplete bills cannot be processed**.
  - Complete bills are **validated** against contracts and other source documents for accuracy.
  - Valid portions of a bill are released for payment processing while those deemed to be invalid will be disputed for credit. Any disputes made by RoadRunner that are found to be erroneous will be rescinded and be paid.
- **Payment Inquiries:**
  - For payment delays, email [finance@roadrunnerwm.com](mailto:finance@roadrunnerwm.com).
  - Our team aims to respond within 1–2 business days.
- **Payment Terms:**
  - **Inherited Contracts:** Existing terms apply until renewal.
  - **New Agreements:** Net 45 days from bill date.
  - **WE DO NOT ALLOW AUTOPAY. YOU MUST BILL US WITH TERMS.**

### 3. HOW DO I EXPAND MY BUSINESS WITH ROADRUNNER?

- RoadRunner owns service contracts with commercial clients in your service region(s).
- Working with RoadRunner helps you:
  - **Growing Your Revenue:** Through guaranteed, consistent new business awarded to you regularly and predictably.
  - **Reduce Your Customer Acquisition Costs:** By letting RoadRunner deliver new customers you want to you.
- To discuss new business, please reach out to a Vendor Success representative.

**PLEASE PROVIDE THIS GUIDE  
TO YOUR AR/BILLING DEPARTMENT**