

SYNCADA FREIGHT PAYMENT ADMINISTRATOR

GSA Export Program | Position Description

Position Summary

The Syncada Freight Payment Administrator serves as the primary functional administrator for the U.S. Bank Syncada Third Party Payment System (TPPS) in the shipper role for the GSA Export program. The position manages freight-payment transactions from shipment/order setup through invoice review, exception resolution, payment status verification, reconciliation, reporting, and audit support.

This role works closely with GSA personnel, program operations, finance and accounting teams, transportation service providers (TSPs), and U.S. Bank support to ensure freight invoices are accurate, supported, processed on time, and maintained in an audit-ready record.

Key Responsibilities

Syncada Platform Administration

- Serve as the day-to-day Syncada shipper-role administrator and primary point of contact for platform workflow, transaction status, user support, and issue escalation.
- Create, maintain, update, and, when authorized, cancel shipment orders or related transaction records using approved shipping and funding information.
- Maintain user access, permissions, role assignments, and segregation-of-duties controls; support periodic access reviews and promptly remove or adjust access when responsibilities change.
- Monitor transaction queues, unmatched items, rejected submissions, pending approvals, aged exceptions, supplemental eBills, credits, and post-payment adjustments.
- Coordinate platform incidents, interface issues, and complex transaction questions with U.S. Bank, GSA, internal IT/security personnel, and program leadership.

Freight Invoice Review and Payment Support

- Review invoices and eBills against the bill of lading, shipment order, proof of delivery, rate or tender, contract terms, and other required supporting documentation.

- Validate carrier, origin and destination, mode, weight, mileage, line-haul rate, fuel surcharge, accessorial charges, service performance, and total billed amount before routing or acting within delegated authority.
- Detect and prevent duplicate, unsupported, misrouted, or incorrectly priced charges; document the basis for any hold, adjustment, partial approval, rejection, or referral.
- Track payment status and cycle time, support timely notice of invoice differences or rejections, and escalate issues that could affect prompt payment or carrier performance.
- Process or coordinate supplemental billings, credits, refunds, and overpayment recovery actions in accordance with established procedures.

Exception Resolution and Stakeholder Coordination

- Research rate, documentation, funding, shipment, and payment discrepancies and drive each exception to documented closure.
- Communicate professionally with TSP billing teams and internal stakeholders to obtain missing documents, correct transaction data, and resolve disputed charges.
- Maintain complete notes and supporting records within Syncada and the approved contract repository so decisions can be reconstructed during an audit or management review.
- Escalate recurring carrier, lane, documentation, or process defects and recommend corrective actions to reduce invoice exceptions and payment delays.

Reconciliation, Reporting, and Audit Readiness

- Reconcile Syncada order, invoice, payment, credit, and outstanding-balance data to shipment files, carrier statements, contract reports, and applicable accounting records.
- Prepare routine and ad hoc reporting on freight spend, transaction volume, payment status, exception aging, duplicate exposure, credits, adjustments, and carrier trends.
- Support GSA, contract, finance, quality, and internal-control reviews by producing transaction histories and complete supporting documentation.
- Maintain organized records in accordance with contract, company, federal transportation, financial-control, cybersecurity, and records-retention requirements.
- Develop and maintain desk procedures, checklists, training materials, and internal controls for the Syncada shipper workflow.

Required Qualifications

- Three or more years of experience in freight audit and payment, transportation accounts payable, carrier billing, logistics finance, or a closely related function.

- Hands-on experience with Syncada, U.S. Bank Freight Payment, or a comparable enterprise freight-payment platform; direct Syncada shipper-role experience is strongly preferred.
- Working knowledge of freight invoices, bills of lading, delivery receipts, rates and tenders, fuel surcharges, accessorial charges, credits, supplemental billing, and carrier payment cycles.
- Demonstrated ability to reconcile high-volume transaction data, identify discrepancies, document decisions, and manage exceptions through closure.
- Strong Microsoft Excel skills, including sorting/filtering, lookups, pivot tables, and reconciliation of data from multiple sources.
- Clear written and verbal communication skills and the ability to coordinate effectively with government customers, carriers, banking/payment support teams, operations, and finance.
- Ability to meet contract-specific background, suitability, system-access, and information-security requirements.

Preferred Qualifications

- Two or more years of direct Syncada experience in a shipper, administrator, freight-audit, or payment-operations role.
- Experience supporting the Department of War/Department of Defense transportation-payment environment, military freight, U.S. Transportation Command, Surface Deployment and Distribution Command, or another federal transportation program.
- Experience supporting GSA transportation, export logistics, international freight, or a government 3PL/4PL contract.
- Familiarity with 41 CFR Parts 102-117 and 102-118, federal transportation prepayment audit requirements, the Prompt Payment Act, Fly America Act, and cargo-preference requirements.
- Experience administering role-based access, segregation of duties, workflow controls, standard operating procedures, and audit-ready records.
- Bachelor's degree in accounting, finance, supply chain, logistics, business administration, or a related field; equivalent directly relevant experience may be considered.

Core Competencies

- Exceptional attention to detail and commitment to transaction accuracy.
- Strong analytical judgment and ability to distinguish routine exceptions from issues requiring escalation.
- Ownership mindset, disciplined follow-through, and comfort working to payment and reporting deadlines.

- Professional stakeholder communication, sound discretion, and careful handling of government financial and transportation information.

Performance Expectations

- Freight-payment transactions are processed accurately and within contract and federal timeliness requirements.
- Invoice exceptions, duplicate-payment exposure, unsupported charges, and reconciliation variances are documented and resolved promptly.
- System access, transaction records, and supporting documentation remain complete, controlled, and audit-ready.
- Reports are accurate, timely, and useful to GSA and program leadership for managing freight spend and carrier performance.

Work Environment

This is primarily a computer-based role. The employee must be able to work across multiple systems, manage competing deadlines, participate in meetings, and provide additional support during peak shipping or invoice periods.

We are an Affirmative Action/Equal Opportunity Employer and employment selection decisions are based on merit, qualifications, and abilities. We do not discriminate in employment opportunities or practices on the basis of: race, color, religion, national origin, age, sexual orientation, gender identity, disability, veteran status or any other characteristic protected by country, regional or local law.