

# Carrier Payment Escalations

- Advise Carrier to contact Triumph Pay
  - Carriers can log in to their account via [secure.triumphpay.com](https://secure.triumphpay.com) and look up order numbers
  - Carrier can use the online chat help within the portal
  - Carriers can call Triumph Pay at (866)-912-2763
  - Carrier can inquire via email at [info@triumphpay.com](mailto:info@triumphpay.com)
- If after confirming the carriers attempts to contact Triumph Pay they still have questions they can reach us by
  - Emailing [paymentescalations@beemac.com](mailto:paymentescalations@beemac.com)
  - Calling (724)595-7093
    - this number is configured to ring to our team and then if no one answers provide the option to leave a voicemail

