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## FFE Implements Truck Stop Scanning

### Leading Refrigerated Hauler Rolls out New Process as Part of Strategic Initiative

FFE Transportation Services, Inc. (FFE), the largest publicly owned refrigerated carrier in North America, has successfully implemented a truck stop and terminal scanning system for all trip documents.

A Transport Topics Top 100 For Hire Carrier, FFE is the only refrigerated carrier offering both full-truckload and less-than-truckload service from coast to coast in the United States and into Canada and Mexico.



Joe Mecom, FFE's director of fuel and cost management, said the company implemented truck stop and terminal scanning over the last nine months as part of a strategic initiative to improve back office efficiency.

"We believe the future of the industry is in electronic data transfer, instead of overnight delivery services," Mecom said.

In addition to the back office benefits, the implementation of TRANSFLO Express® truck stop scanning from Pegasus TransTech has also improved the paperwork process for drivers. "Scanning is convenient," Mecom said. "And our drivers can easily, immediately verify that their documents have been submitted and received."

So far, the truck stop scanning implementation has been a complete success, he added. "This system has proven to be a simple, effective means of transferring data in a very timely manner," Mecom said.

# CalArk Takes Further Steps to Improve Efficiency

## Hauler Looks to Leverage Imaging System Beyond Billing

Since late 2002, CalArk Trucking has been using automated imaging and workflow in conjunction with truck stop scanning systems to work more efficiently in the back office. TransTech Times checked in with CalArk recently for an update on the company's experience, and we found that the general commodities truckload carrier is ready to take the benefits of these improved business processes into departments outside of billing and payroll.

"We've already realized our ROI," said Matt Braslavsky, Director of IT for CalArk. "So we're ready to empower other departments, beginning with recruiting, sales and safety, and eventually having all departments on-line."

Founded in 1975, Arkansas-based CalArk dispatches about 800 tractors that operate in all 48 contiguous states and Canada and offer door-to-door service in Mexico. Today, the company is operating more efficiently than ever.

According to an independent audit completed last November, CalArk has reduced its billing turnaround time from six days to two and improved its accuracy to 99.35 percent, based on an average of 1,800 bills per week. Braslavsky said the company is looking to achieve new process improvements through the expanded use of imaging, which is planned for a rollout in the second quarter of calendar year 2007.

"We're looking for interdepartmental efficiency, flexibility and collaboration by enhancing file-sharing capabilities across the company," he said. "In addition, having an electronic copy of files affords us the opportunity to pick and choose

at what point the image is saved and stored for DR purposes." **Results Inspire Confidence**

CalArk set out in 2002 with three general goals in mind for its TRANSFLO® imaging and workflow system and TRANSFLO Express truck stop scanning from Pegasus TransTech—growing revenues without increasing administrative overhead; speeding the turnaround time in billing; and increasing the accuracy of invoices.

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"We've been able to surpass all three of the initial goals with relative ease," Braslavsky said.

Such results bode well for the expanded use of the automated processes—as does the staff's affinity for working with the systems.

"Back office people have told me they would not go back to the paper environment even if we doubled their salary," said Braslavsky. "They would walk out the door. I expect this sentiment to be echoed as other departments begin using the product."



After switching to an imaging system, members of CalArk's back office staff told IT Director Matt Braslavsky that "they would not go back to a paper environment even if we doubled their salary," he said.

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## 'We Knew It Would Pay Off ... and It Has' KLLM Streamlines Performance with Automation

For over 40 years, Mississippi-based KLLM Transport Services has been transporting perishable commodities throughout the country. Today, with more than 1,000 trucks delivering over 180,000 loads per year, the Transport Topics Top 100 For Hire Carrier continues to grow without increasing overhead.



Vince Schott, VP of Information Services/Safety, attributes that success to the company's commitment to process automation wherever possible—including truck stop scanning for its trip documents. TransTech Times talked with Schott recently about how KLLM is speeding the billing cycle, paying drivers faster and spending less on overhead in the process.

### TT Times: What was the driver behind the implementation of truck stop scanning?

**Vince Schott:** In the past, we used to use an envelope-based document delivery system. It was an unautomated process, and we had to depend on the mail and spend a whole day opening, sorting and scanning.

Truck stop scanning just seemed like a logical product that we were waiting for somebody to offer. We said, "Let's eliminate the manual elements wherever we can." We knew the savings would follow ... and they did. But we weren't necessarily looking to save money—just to automate processes for higher efficiency.

### TT Times: What kinds of efficiencies are you achieving with this automated process?

**Schott:** We promptly reduced our billing and payroll cycles, and our drivers are getting paid faster.

Our weekly payroll cutoff is Monday at midnight. With the old system, drivers would need to have trip documents in the mail by the previous Thursday to make sure they'd get paid the following week. Now, they can scan them in that same Monday, and get paid that week. There's no more built-in, one-week lag.

The same is true for our customers, who want a streamlined billing process. It makes our relationships so much better when our customers receive everything related to a trip—including tolls and incidentals—in one bill right away. They're much more likely to go ahead and pay the whole thing at once, as opposed to a series of piecemeal billings. Prompt, thorough billing reduces the potential for misunderstandings and disputes.

### TT Times: How else are you leveraging truck stop scanning?

**Schott:** We're winning on many fronts.

One, we're winning in the back office with better processes that eliminate the useless effort of opening mail and scanning in documents. Just from a manpower perspective, we don't need the staff for all that anymore. So we've reduced administrative staff to the tune of \$60,000 per year. The scanning also helps with processes like receipt verification. Before, whenever there was a question about expenses for tolls or scales, following up was complicated and time consuming. Now, everything related to a trip is stored electronically in a centralized location that everybody can reach.



**"Truck stop scanning makes it so much easier for everybody to do their jobs."**

**Vince Schott**  
VP of Information Services/Safety  
KLLM Transport Services

Two, we're winning with our drivers, who are getting paid more quickly. Happier drivers result in lower turnover. Our driver satisfaction level is much higher—and that's a big factor in our turnover rate, which is among the industry's lowest.

And three, we're winning with our customers, who appreciate immediate access to their trip documents and more accurate, concise billing.

Basically, truck stop scanning makes it so much easier for everybody to do their jobs.

### TT Times: That said, have you ever encountered any technical or customer service challenges with TRANSFLO Express® truck stop scanning?

**Schott:** Well, we hardly ever call the Pegasus TransTech team (provider of TRANSFLO Express)—because we don't have problems with the service. This is one time where we got a product that was everything the sales people said it would be.

That's good because the scanning system is something this industry greatly needed. People talk a lot about satellite communications completely changing the way transportation works, and that's certainly true. But I think the automation of paperwork is another revolution in this industry, and Pegasus has led the way.

## 2007 Users' Conference Focuses on TRANSFLO® 4.0 Learn How to Upgrade, Optimize Your Systems

TRANSFLO 4.0 is the hot topic at the 9th Annual Pegasus TransTech Users' Conference. It's not too late to register for the event, which is set for March 28-30 at the Hilton Clearwater Beach Resort, on Florida's beautiful Gulf Coast. But don't delay; due to the busy tourist season and high interest from customers and vendor partners, hotel rooms are going quickly.

Conference highlights will include:

- Customer spotlight sessions with ample interaction time with peers.
- Guest presentations by respected industry experts.
- Hands-on TRANSFLO product training.
- A TRANSFLO Express Best Practices Workshop.



Don't miss this excellent opportunity to make the most of your business process solutions.

**RESERVE YOUR SPOT | To book a room for the conference, log on to [http://pegasustranstech.com/users\\_conference\\_2007.htm](http://pegasustranstech.com/users_conference_2007.htm)**

## Drivers Adapt Quickly to New System Company Switches to Truck Stop Scanning

It didn't take long for Ecklund Logistics Inc.'s drivers to see the light.

Before last fall's implementation of a truck stop scanning system for trip documents, a few of the veteran drivers had expressed skepticism about the change. But nearly immediately after a smooth transition from overnight envelopes to scanning, drivers for the Oshkosh, Wis., brokerage firm and truckload carrier could see the advantages of the new system.

"Now that everybody's doing the scanning, they like it. They can see how their paychecks are more consistent," said Kirk Ecklund, president.

### ECKLUND

#### LOGISTICS, INC.

Previously, the company had been using paper document delivery to manage its paperwork related to 120 dry vans operating in the 48 continental states. "We had a lot of problems with drivers complaining about the two-day delay in the mail," Ecklund said.

With that system, Ecklund Logistics was averaging a lag of 11 days between delivery

and billing. With TRANSFLO Express® truck stop scanning from Pegasus TransTech, the cycle now occurs within one day. "That's an unbelievable difference, with one less person in the billing department," said Ecklund.

**"Customers can go to our website and see their signed bill of lading right after it happens. They love that."**

**Kirk Ecklund**  
President

While reducing the number of employees in billing, the company has also increased the accuracy of its invoices. "We're more accurate on what each trip costs because the drivers submit all the information relevant to a given trip in one scan," Ecklund said. "So the reports are a lot cleaner."

This isn't just good for Ecklund. It's good for Ecklund's customers, too. "Customers can go to our website and see their signed bill of lading right after it happens," Ecklund said. "They love that."



### Pilot Guides the Truck Stop Scanning Decision

TRANSFLO Express Available at All Pilot Locations

One fact makes the decision to implement truck stop scanning from Pegasus a no-brainer for Ecklund Logistics Inc. and numerous other trucking companies: TRANSFLO Express is available at more than 400 travel centers nationwide, including all Pilot locations.

The convenience of being able to fuel up at the company's preferred fuel partner and submit all paperwork at the same time was the clincher for Ecklund.

"We do 90 percent of our fueling at Pilot," said Kirk Ecklund, President of Ecklund Logistics. "When you're fueling once a day, anyway, it's easy to stop and send in the documents."



At the Suddath Companies, Systems Analyst Elizabeth Keith and Kevin Hastings, VP of Information Services, have been instrumental in implementing an imaging and workflow system that continues to improve efficiency throughout the company.

## Suddath Expands Use of Imaging Top 100 Carrier Sees Business Results Through Automation

Over the past 80 years, the Suddath Companies, a Transport Topics Top 100 For Hire Carrier, has grown from a small, Northeast Florida moving and storage company to a diversified group specializing in transportation, relocation and logistics.

Today, Suddath has 1,200 employees and 16 locations across the United States—and continues to bolster growth by taking advantage of business process improvements. In 2003, Suddath's Military and Airland Forwarders division implemented an imaging and workflow system. Since that first implementation, the efficiencies achieved by the Jacksonville, Fla.-based company have inspired leadership to continue adding imaging systems to other divisions, one by one.

Suddath is now in the midst of implementing an imaging and workflow solution for Suddath Relocation System, which is affiliated with United Van Lines.

### All in the Preparation

As a regional moving company, Suddath Relocation is Suddath's least-centralized operation, presenting various challenges for system setup. That's one reason why Kevin Hastings, Suddath VP

of Information Services, believes that preparation is so important.

"We're changing the way we do business, and that can be very far-reaching in its effects," said Hastings. "The up-front legwork has helped make these conversions so much smoother than I thought they would be."

**"We knew what the savings could be, and that really made the case for wider use of imaging."**

**Elizabeth Keith**  
Systems Analyst

Suddath officials did plenty of up-front work of their own before deciding on a service provider.

"We'd been looking at imaging for eight to 10 years," Hastings said. "We looked at four or five products in depth."

Suddath performed a variety of rigorous time and motion studies to estimate "soft" hourly productivity savings—from employees not having to do certain

tasks—as well as "hard" direct savings from avoiding fees for mailings and eliminating record storage needs.

"We figured we could achieve full ROI just in hard dollar savings in two and a half years," Hastings said.

### Proven Results

Six months after the Military and Airland implementation of a TRANSFLO® imaging and workflow solution from Pegasus TransTech, Suddath officials revisited their savings estimates and found that they'd met or exceeded expectations on 24 out of the 25 line items.

Those results made it much easier to pull the trigger on further implementations, said Systems Analyst Elizabeth Keith. "Having those numbers from before, we knew what the savings could be," Keith said, "and that really made the case for wider use of imaging."

The results produced by TRANSFLO caught the eyes of company leaders, who are happy to demonstrate their system for anyone who's interested, she said.

"One of our division presidents said that in the 25 years he's been in this business, the Airland division is the most efficient operation he's ever run," Keith said. "And that's because of TRANSFLO."

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## Texas Star a Shining Example Carrier Grows without Adding Headcount

The old motor carrier model: Grow routes and revenues ... and add employees to support additional business.

The Texas Star Express model: Grow routes and revenues ... and hold down headcount at the same time.

Texas Star Express' 388 power units provide general commodities long-haul and regional truckload service

in the Southwest, Midwest, Mid-Atlantic and Southeast. Since 2004, the Epes Carriers subsidiary has achieved its growth goals without adding employees—by leveraging automated processes such as an imaging and workflow solution and, more recently, a truck stop scanning system.

Debbie Ross, Texas Star Express payroll manager, said the company has benefited from these solutions in many ways, with a dramatic reduction in filing and paperwork at the top of the list.

"The time we've saved in process efficiency has allowed other staffers to take on more responsibilities, even as we've grown," said Ross.

### **Faster Paychecks, Invoices**

In addition to the back office benefits, Texas Star

is also realizing efficiencies on the driver side. By taking advantage of truck stop and terminal scanning for trip documents, Texas Star drivers can get their paperwork in much faster—and without the costs, delays and spotty reliability associated with overnight document delivery.

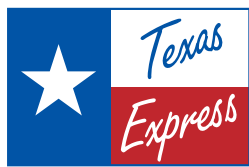
"Drivers can deliver a load on Monday and

get it turned in for the week's payroll from almost anywhere," Ross said.

Not only do drivers get paid quickly and accurately; customers also get invoiced with unprecedented speed and pre-

cision, eliminating most billing discrepancies and disputes. With the combined benefits of TRANSFLO imaging and TRANSFLO Express® truck stop scanning from service provider Pegasus TransTech, Texas Star's business is growing while running more smoothly than ever.

"Today, we're scanning over 1,000 trips a week without incident," Ross said. "We love the system, and it's been good from the get-go."



TEXAS STAR EXPRESS

**"Today, we're scanning over 1,000 trips a week without incident. We love the system, and it's been good from the get-go."**

**Debbie Ross**  
Payroll Manager  
Texas Star Express

## Crete Drivers Find So Much to Love's

### Why do Crete Carrier Corp.'s drivers choose Love's?

Convenience is one factor. With more than 180 Love's Travel Stops & Country Stores across America, Crete's 5,900-plus drivers are never far from a Love's location.

The efficiency of one-stop services is another reason. For example, while drivers are fueling or grabbing something to eat, they can also transmit trip documents instantly to headquarters for billing and payroll—because TRANSFLO Express® truck stop scanning is available at all Love's locations.

Based in Lincoln, Neb., Crete Carrier Corp., along with operating divisions Shaffer Trucking and Hunt Transportation, ranks as one of the largest privately owned trucking companies in the country. Crete Carrier supervises a fleet of more than 5,600 tractors that operate coast to coast, and the company's relationship with Love's helps it run smoothly, day in and day out.

"Our drivers make thousands of transactions at Love's every month," said Crete Carrier Training Specialist Steve Sherman. "So we appreciate Love's convenient locations, useful services and knowledgeable people."

