

Customer Success Story

J.B. Hunt's Intermodal Division Streamlines Billing Processes and Reduces Lag in Receiving Driver Paperwork with TRANSFLO Mobile

THE CHALLENGE

J.B. Hunt Transport, Inc. (J.B. Hunt), an industry pioneer of intermodal services, operates the largest fleet of company-owned 53' containers in North America and one of the largest private drayage fleets across a nationwide network of rail partners.

Nearly 6,000 drivers are in the company's Intermodal division which consists of local and regional drayage operations. Local drivers return to the same terminal location each day while regional drivers may end up several states away.

J.B. Hunt was primarily using two methods to capture proof-of-delivery documents. Local drivers scanned documents at kiosks set up at more than 50 terminal locations. Regional drivers used the nationwide TRANSFLO Express® truck stop scanning service.

When local shifts were completed, lines would quickly form at the kiosks with drivers waiting for up to an hour to scan. Regional drivers typically stopped at truck stops the same or next day after making deliveries. Parking trucks to scan meant lost revenue and added costs in the form of out-of-route miles. Both scanning methods also contributed to drivers holding onto documents longer than necessary. These and other factors caused the accounting department to spend a lot of time "chasing paperwork," recalls Pat Wheeley, J.B. Hunt's Manager of the Center Processing.

THE SOLUTION

In January, 2013, Wheeley decided to increase the use of our TRANSFLO Mobile app to provide J.B. Hunt drivers with a convenient, fast and secure method to submit documents from any location.

All drivers were shown a short training video on TRANSFLO Mobile during safety training meetings held in the third quarter. New drivers were introduced to the app during orientation training meetings. J.B. Hunt also began to provide a link for drivers to download the app and instructions for its use on company websites, e-mails, and cards managers passed out to drivers.

Both local and regional drivers in the Intermodal division caught on quickly. Once drivers capture an image, the app immediately sends a confirmation e-mail showing exactly what was submitted for their future reference.

"Drivers love TRANSFLO Mobile," Wheeley said. "They can forward the e-mail to their fleet manager if there are ever any questions."

THE OUTCOME

Companywide, J.B. Hunt uses all of the TRANSFLO scanning products from Pegasus TransTech which include TRANSFLO Express®, TRANSFLO Mobile and TRANSFLO Now! anywhere using in-cab scanning.

In the Intermodal division, TRANSFLO Mobile is 100% of the TRANSFLO scanning volume with 1,200 scans per day. By comparison, scan volume in the over-the-road segment is 50% TRANSFLO Express® and 50% TRANSFLO Mobile.

Wheeley credits the success of TRANSFLO Mobile in intermodal to managers who stress the value of the technology and to the drivers, the majority of which have personal smartphone devices. A survey in August, 2013, showed 60% of drivers have them, a number Wheeley expects will continue to grow. "I highly recommend (TRANSFLO Mobile) and so do all my people," he said. "It is widely accepted by the drivers."

J.B. Hunt uses an automated system that tracks loads for which the company has not received paperwork. The system sends drivers a message through its onboard computing platform as a reminder to submit paperwork. Messages start on the third day paperwork is late. A year ago, the system was sending 450 reminder messages per day on average. Since expanding the use of TRANSFLO Mobile, the message count has dropped 42% to about 260 per day.

Besides streamlining the billing process, Wheeley credits TRANSFLO products for helping J.B. Hunt maintain the same headcount in its imaging department even as the volume and speed of transactions have increased significantly.



About J.B. Hunt

Founded in 1961, J.B. Hunt Transport, Inc., is one of the largest transportation logistics companies in North America. The Lowell, Ark.-based company provides safe and reliable transportation services to a diverse group of customers throughout the continental United States, Canada and Mexico.

Its service offerings include transportation of full truckload freight utilizing company-controlled revenue equipment and company drivers or independent contractors. The company also has arrangements with most of the major North American rail carriers to transport truckload freight in containers and trailers.

