

Customer Success Story

U.S. Xpress Logistics improves efficiency, accelerates cash flow, and pays carriers faster with TRANSFLO \$Velocity

THE CHALLENGE

Management of U.S. Xpress Logistics is always looking for opportunities to create more efficiency and value for its customers and carrier partners.

"We strive to remain on the forefront of technology and utilize the most efficient processes," said Ryan Rogers, chief operating officer of U.S. Xpress Logistics.

One of the priorities for 2013 was to streamline the process for receiving and imaging paperwork from carriers. Rate confirmations, proof-of-delivery receipts, accessorial charges, invoices and other documents were coming into the office through mail, e-mail, fax and other formats.

Standardizing these transactions, they concluded, would accomplish two goals. First, its document imaging process would become more automated. With less paperwork to handle, the company could bill customers faster and reduce days sales outstanding (DSO). Second, its carriers could get paid faster by having a more efficient and visible process for submitting documents.

THE SOLUTION

U.S. Xpress, the nation's second largest privately owned truckload carrier, has been utilizing TRANSFLO document management and workflow solutions from Pegasus TransTech for more than 13 years. Having a TRANSFLO infrastructure in place on the asset side of the business made the implementation of TRANSFLO \$Velocity very straightforward in September 2013, said Matt Curtis, business analyst for U.S. Xpress Logistics.

Carriers and owner operators can submit documents electronically to U.S. Xpress Logistics from any Windows-based PC using the TRANSFLO \$Velocity software or from a smartphone using the TRANSFLO Mobile application. Carriers download the software for free.

As part of the scanning process, the carrier or driver selects the unique Broker ID for U.S. Xpress Logistics. In seconds, the scanned documents are available to the company for immediate billing and settlement processing with no additional cost to the carrier.

"Our carriers understand their businesses, and are generally in favor of improvements that make their lives easier and consolidate their back office work," Curtis said. "With TRANSFLO \$Velocity, the carrier can send paperwork as soon as it is signed upon delivery, free of charge, and receive a confirmation that we received it at U.S. Xpress Logistics. That is something that they did not have prior to TRANSFLO \$Velocity."

THE OUTCOME

U.S. Xpress Logistics has been processing about 500 transactions per month through TRANSFLO \$Velocity in the first few months since inception.

"We are looking to grow that to over 2,500 transactions per month or five times our current usage," Curtis added. "When this occurs, our back office will see drastic increases in efficiencies and reduced scanning and indexing."

To achieve this goal, U.S. Xpress Logistics has been working with Pegasus TransTech to onboard new users daily. One strategy for marketing the solution to carriers is a hyperlink in the signature block of all corporate e-mails: "Get paid faster with TRANSFLO \$Velocity."

By clicking the link, carriers are taken to the Pegasus TransTech website where they can download the TRANSFLO \$Velocity software.

"We are also implementing a mailer that will be included in each check that is mailed out. The mailer mentions that TRANSFLO \$Velocity is our preferred document delivery method and outlines the benefits to the carrier," he said. "We are hoping that as more carriers begin using it with our business that we become a preferred partner moving forward."

As the business grows, Curtis expects the cost savings from TRANSFLO \$Velocity to accelerate as more transactions flow through the streamlined imaging process.

"As we continue to grow, we will rely on the increased TRANSFLO \$Velocity transactions to offset the growth and need for additional back office staffing."



About U.S. Xpress Logistics

Chattanooga, Tenn.-based U.S. Xpress Logistics started in 2009 as the brokerage division of U.S. Xpress Enterprises, the nation's second largest privately-owned truckload carrier. The company has since expanded to five locations across the nation and created an extensive carrier network.

The goal for U.S. Xpress Logistics has always been to provide superior service that enhances each customer's strategic market position. The company utilizes the latest software to prioritize capacity and provide both customers and carriers with full visibility of each shipment to ensure the highest level of customer satisfaction possible.

