



K & R Transportation



Company Profile

- K & R Transportation
Website: www.calcartage.com
- 285-driver intermodal trucking company
- Based in Wilmington, CA

The Challenges

- Lots of paperwork handled multiple times
- Paperwork not identified, mishandled or lost
- Lost revenue due to undisciplined invoicing procedures and lack of support documents
- Lost revenue due to undocumented accessorial charges
- Daily challenge of hard copies: copying, filing and retrieving documents

Outcomes / Results

- Reduced driver pay and billing headcount by 27%
- Achieved a best practice ratio of 10-to-1, driver-to-staff count
- 100% of billable charges invoiced
- Source and support documents easily accessible to all staff
- Improved collections efforts
- Reduced billing cycle and average days sales outstanding
- Increased percentage of invoices sent via EDI
- Increased percentage of invoices sent via email

K & R Transportation achieves staff efficiencies through a paperless process

The Challenges

Based near the largest port complex in the U.S., K & R Transportation is one of the leading intermodal trucking companies in Southern California. A division of California Cartage Company, K & R operates a 285-owner/operator fleet servicing the ports of Long Beach, Los Angeles and all Southern California rail ramps. The company provides a high level of service to various ocean carriers, forwarders, importers, and retailers.

The company had deployed the Trinium-TMS (Transportation Management System) application in 2002, replacing a homegrown AS/400 application. The initial implementation included the deployment of Trinium's order management, dispatch, billing, and driver settlements modules.

After the initial phase of the implementation, K & R identified the following business issues still affecting the company's internal efficiency:

- Lots of paperwork handled multiple times
- Paperwork not identified, mishandled or lost
- Lost revenue due to undisciplined invoicing procedures and lack of support documents
- Lost revenue due to undocumented accessorial charges
- Daily challenge of hard copies... copying, filing, and retrieving documents

"After we had successfully implemented Trinium for our customer service, dispatch, billing, and driver settlement, we then started to focus on the expected efficiencies of reducing our paper load by implementing the Trinium Document Imaging Module and ramping up more customers on EDI," said Kathy Costanti, director of administration at K & R Transportation.

Best Practice Solution

With the Trinium-TMS application already deployed, K & R decided to implement the Trinium Document Imaging Module and to drive more of its customer to utilize EDI for order processing, status updates and invoicing.

- **Trinium Document Imaging Module** – provides the capability to scan and index all applicable documentation against an order in the trucking system enabling easy document retrieval, rendition printing of documents with invoices, email invoicing, and document retrieval via the company web site for customers.



Best Practice

CASE STUDY

“The phased approach in implementing Trinium has really worked well for us. We have seen our internal efficiency improve greatly in implementing the document imaging system and in migrating more customers to EDI.”

- **Trinium EDI Module** – provides electronic connectivity between trading partners. Common transaction sets include Load Tender/Order (204), Status Updates (214) and Invoice/Freight Bill (210). Formal EDI transaction sets or modified flat file interfaces enable the flow of data to and from trucking companies and their customers.

Outcomes / Results

The company was able to successfully implement the above applications with the following business results:

- Reduced driver pay and billing headcount by 27%
- Achieved a best practice ratio of 10-to-1, Driver to Staff Count
- 100% of billable charges invoiced
- Source and support documents easily accessible to all staff
- Improved collections efforts
- Reduced billing cycle and average days sales outstanding
- Increased percentage of invoices sent via EDI
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Keys to Success

K & R Transportation identified the following keys to a successful implementation:

- Change requires a dedicated manager, not encumbered with everyday tasks
- The manager does not need to be a technical wizard, but needs strong IT support
- Change requires senior management support
- Focus on positive team members contributions
- Staff training is key to the process
- Responsive Trinium support vital to success
- Document imaging system must be tightly integrated with core trucking application
- EDI must be viewed as a company-wide initiative

“The phased approach in implementing Trinium has really worked well for us. We have seen our internal efficiency improve greatly in implementing the document imaging system and in migrating more customers to EDI. We are now in the process of deploying Trinium’s mobile application for our drivers to improve efficiencies in dispatch,” said Costanti.



About Trinium Technologies...

Trinium Technologies is a leading provider of enterprise systems for intermodal trucking companies. Trinium’s solutions focus on driving improved financial performance for its customers. www.triniumtech.com.