



Founded in 1959 with a single truck, The Erb Group is a leading transportation company specializing in the time-sensitive transportation of food and refrigerated goods. With a fleet of more than 700 trucks, the family-owned company operates extensively across Canada and the US, delivering temperature-controlled and perishable products. Erb's dedication to providing efficient, reliable, and driver-friendly services has made them a trusted name in the industry.

### ✘ THE PROBLEM

Operating a large fleet brings unique challenges, particularly when it comes to cross-border refrigerated LTL shipments. Erb faced significant inefficiencies with traditional lumper payment processes, which were time-consuming and cumbersome for drivers and staff. Drivers would often spend as much as 45 minutes completing lumper transactions through a highly manual process involving multiple steps and coordination with office staff. Besides needing to improve efficiency, Erb also needed to track payments more accurately for accounting purposes.

On the fuel side, drivers faced similar frustrations with manual fuel card transactions, dealing with longer transaction times and unreliable card readers. Additionally, Erb needed a secure, efficient system to handle fuel payments and minimize the risk of card skimming fraud, which, although rare for them, posed an increasing threat across the industry.

*"Digital fuel payments with Relay have been phenomenal for us. The app saves time, reduces hassle for drivers, and streamlines our back-office operations. It's been a game-changer."*

WENDELL ERB  
PRESIDENT & CEO  
THE ERB GROUP



## BEFORE RELAY

- ✘ Inefficient lumper payments with manual processes cost drivers significant time on the dock
- ✘ Unreliable fuel card transactions and manual input at fuel stations was time-consuming and often problematic
- ✘ Lack of visibility and automation with expense and receipt management
- ✘ Tracking and reconciling lumper and fuel payments were labor-intensive and prone to errors

## WITH RELAY

- ✓ Streamlined and fast lumper payments through the Relay app save drivers significant time
- ✓ Drivers can handle fuel transactions from the comfort of their cab
- ✓ Eliminating the physical fuel card reduces the risk of card skimming and fraud at fueling locations
- ✓ Automated reporting and instant digital receipts streamline the reconciliation process and ensure accurate accounting

## ✓ THE SOLUTION

After learning of Relay at a truckload carriers event, The Erb Group decided to try Relay's digital solution for lumper payments to improve efficiency and reduce the administrative burden on both drivers and office staff. Relay's digital lumper payment system transformed the way Erb handles these transactions, significantly reducing drivers' waiting time at warehouses from over 45 minutes to just a few moments. This innovation not only saved valuable time but also reduced frustration for drivers and office staff.

Relay's fuel payment solution allowed drivers to manage transactions directly from their smartphones, eliminating the need to stand outside at the pump. This enhancement improved driver comfort and sped up the refueling process. Additionally, by moving away from physical fuel cards, Erb significantly reduced the risk of card skimming fraud, thereby enhancing overall security.



*"Relay has made our lumper payment process seamless and efficient. The drivers love it, and it saves us a lot of time and hassle. It's truly revolutionary."*

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## THE RESULTS

Implementing Relay brought substantial benefits to Erb. Drivers saved approximately 20 minutes per delivery on lump sum payments, meaning significant efficiency gains across multiple deliveries. The user-friendly app received positive feedback from drivers, many of whom now openly prefer customers that accept Relay payments. Automated digital receipts and reporting simplified back-office tasks, ensuring accurate billing and reducing the administrative workload. The switch to digital payments has also eliminated the risk of fuel card fraud, providing peace of mind for both drivers and management.

Relay Payments enabled The Erb Group to enhance its operational efficiency, reduce administrative burdens, and improve the overall driver experience, solidifying their commitment to excellence in the transportation industry.



*Relay has streamlined our operations, saving us time and improving our efficiency. The ease of use for drivers and the seamless integration with our systems have made a big difference.*

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