



Founded in 1999 with a single truck, Elite Express has grown into a premier, asset-based, national carrier with a fleet of more than 200 tractor-trailers that deliver across the continental US. Elite provides “load to deliver” services for volume LTL, hazmat, truckload and temperature-controlled shipments, with a commitment to being the most dependable freight shipment service for their customers.



✖ THE PROBLEM

With hundreds of vehicles delivering shipments across the 48 continental states, Elite Express was particularly vulnerable to the rise in card skimming and fuel card fraud that has been such a challenge to carriers. On top of revenue losses, each instance of fraud also meant lost time and effort for the Elite team as they worked to recoup funds, reissue cards and reassure drivers.

Elite’s range of services added another dimension to the difficulty of managing fraud incidents, with temperature-controlled shipments and other specialized deliveries, delays can damage more than reputations. Elite needed a reliable, efficient, transparent way to manage fuel payments across its fleet that would help them live up to their promise of being the most dependable service for their customers.

*Digital fuel payments with Relay have been tremendous for us. Not swiping a fuel card really combats the fuel fraud problem because there is **no chance of card skimming**. We get the receipts electronically right away, we know where the truckers are and we've got the information for the accounting department. It's great.*

DAVE CROWTHER
CEO, ELITE EXPRESS



BEFORE RELAY

- ✗ Fuel card fraud cost Elite thousands every month
- ✗ Additional losses in time and resources as staff dealt with fraud incidents and tried to recoup lost revenue
- ✗ Challenges getting replacement fuel cards to drivers promptly, with a fleet covering all of the continental US
- ✗ Complexity of tracking receipts for over-the-road expenses took up the time of office and accounting staff
- ✗ Tracking expenses and payments involved considerable manual time

WITH RELAY

- ✓ No instances of fuel card fraud
- ✓ Drivers conduct over-the-road business from their phones with Relay and use RelayGo as a backup
- ✓ Instant receipts and real-time reporting saves time for accounting and office staff
- ✓ Modern payment system improves efficiency, transparency and profitability across the business
- ✓ Staff are free to focus on daily operations rather than respond to fraud issues

✓ THE SOLUTION

As an early adopter of Relay's digital payments for lump sum fees, Elite was glad to switch to Relay for fuel and over-the-road payments. Switching to fully digital payments for fuel let Elite eliminate the risk of fuel card fraud across its large fleet. Plus, Elite drivers are able to conduct OTR business right from their phones, helping to further boost the company's efficiency. The Elite fleet operates across the continental US, so the fact Relay is accepted at more than 1,500 truck stops nationwide, including more than 800 Pilot and FlyingJ locations, means drivers are able to pay for fuel and OTR expenses swiftly and securely wherever they are.

On top of efficient fuel payments, the Relay solution lets us provide funds for drivers for all the incidentals they have to pay for along the road – wiper blades, oil, antifreeze, all those kinds of things. We get the receipts electronically, and the efficiency of not tracking receipts is tremendous. The ability to better manage OTR expenses has been terrific.

DAVE CROWTHER
CEO, ELITE EXPRESS



THE RESULTS

Implementing Relay across Elite's fleet of more than 200 tractors has enabled the company to eliminate fuel card fraud completely, saving thousands of dollars. And not only has office staff regained the time previously spent managing fraud incidents, they have also benefited from increased efficiency with instant receipts and reporting, and greater visibility into the needs and activity across the fleet.

Drivers also gained greater confidence that they will be able to quickly and securely pay for fuel and over-the-road expenses – and make their valuable deliveries on time. The full Relay solution is saving Elite time, money and frustration, while enabling a more efficient and cost-effective service for their valued customers.



Relay's efficiency is awesome! It's so easy to use and now saves our team so many hours.

ANNE MEINTEL
ACCOUNTING, ELITE EXPRESS