



Grounded Air

For more than 50 years, Grounded Air Transport has provided local, regional and national transportation services, running time-sensitive loads with dry vans and reefers. With a fleet of 30 trucks, Grounded Air is always looking for ways to save time and money, while providing a positive experience for their drivers and customers.

✖ THE PROBLEM

With more than 40 years of experience in trucking, Grounded Air's sales and logistics manager Donna Constant has performed every job in the industry, from logging 1 million miles as a driver herself, to solving maintenance issues, to her current role of managing the fleet's operations. Margins are getting tighter, and for a smaller fleet like Grounded Air, Donna knew they needed to maximize efficiency to run a solid business, while ensuring drivers maintained a positive experience.

We didn't have a good money system to pay lumpers. It was a real pain in the rear. You have to generate a 16-digit code and if you read it wrong, you're reading it again. You might get six calls in one night and you're doing all of this at 1, 2, 3 in the morning. A lot of times, you can't get back to bed.

DONNA CONSTANT, SALES AND LOGISTICS MANAGER

BEFORE RELAY

- ✖ Drivers would place calls in the middle of the night, trying to obtain lengthy authorization codes to pay lumpers.
- ✖ Sometimes the codes would be wrong, so you'd have to start the whole process over, resulting in multiple calls that prevented deliveries from being completed and a lack of rest for the dispatch team.
- ✖ In cases where codes didn't work or drivers couldn't find a hard copy of their check, they'd have to find an ATM to do a cash withdrawal, resulting in more wasted time.
- ✖ For other over the road expenses, like repairs, Grounded Air was forced to front more money into their payment system because advances would be placed "on hold" for seven days, preventing drivers from accessing the funds they needed at that moment.
- ✖ Drivers suffered from a lack of freedom, and Grounded Air didn't have the controls they needed to make the payment process easier for everyone.



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✓ THE SOLUTION

Thanks to Relay, Donna and her team were consistently getting a peaceful night of sleep. Furthermore, drivers were happier since they weren't wasting time and energy trying to get ridiculous authorization codes, tracking down checks, or asking for approvals on minor maintenance issues.

We trust our drivers to do their jobs. It was never their fault they had to call in the middle of the night. Relay has made everything much more simple. It's a slick system, and we've had a much smoother time with deliveries because of it.

DONNA CONSTANT,
SALES AND LOGISTICS MANAGER

WITH RELAY

- ✓ The dispatch team could send digital codes days in advance, eliminating the need for late-night calls and allowing them to (finally!) get a good night of sleep.
- ✓ Drivers had freedom to make repairs without requesting approval for "every little thing," since they had a pre-approved amount to use on their RelayGo cards.
- ✓ Grounded Air could monitor all payments in real-time, easily increase amounts needed to pay lumpers, and track receipts to see when deliveries were completed.
- ✓ Implementation was a breeze because the digital codes were simple to use, and if there were any issues, Relay's customer service team was always there to help.
- ✓ Cash flow management was significantly improved because funds could be available to drivers instantly, rather than being placed on hold.

RESULTS

With 20 lumper payments per week, Grounded Air has saved thousands of dollars in the past year since implementing Relay's technology to pay for lumpers and other over-the-road expenses. There's also the invaluable aspect of time – and sleep – saved. With Donna's decades of experience in the industry, she's grateful to Relay for solving a key challenge that many others in the industry have overlooked.

The biggest thing is our time—I don't know how you put a value on that. It's huge. It's an amazing system and really works for what we do, especially as a smaller fleet. I tell everyone about Relay.

DONNA CONSTANT,
SALES AND LOGISTICS MANAGER