



## **MAGELLAN** Transport Logistics

One of the most reputable freight brokerage firms, Magellan Transport Logistics, provides full-truckload and less-than-truckload services to move goods throughout North America.

Known for its excellent customer service and comprehensive offerings, it's important Magellan works with partners that streamline operations so it can maintain a competitive advantage.



### **BEFORE RELAY**

- ✗ They used a large commercial payment solution that couldn't pre-issue payments creating excess delays and detention times
- ✗ Drivers had to call the overnight dispatch center for authorization codes to write on a paper check
- ✗ Drivers were required to keep track of paper receipts and submit for reimbursement so Magellan could bill lumper fees back to the shipper
- ✗ Lost, illegible, or damaged receipts were a recurring challenge
- ✗ The process was inefficient, frustrating, and slowed the delivery of goods and final payments
- ✗ Codes remained open until they were manually closed which created increased fraud risks

### **WITH RELAY**

- ✓ Operation teams pre-fund and pre-issue digital payment codes with capped amounts, eliminating the need for late-night calls
- ✓ Receipts are electronic and immediately sent to Magellan's accounting team
- ✓ Warehouse pickups and deliveries are much faster, enabling drivers to get on the road more quickly for their next load
- ✓ Accounting bills shippers more efficiently, resulting in faster reimbursements
- ✓ Carriers can easily issue and cancel site-specific codes, minimizing fraud
- ✓ They've experienced top-notch service with their Relay account manager always available to answer any questions

## ✘ THE PROBLEM

As a major freight broker with an established customer base, Magellan is responsible for moving millions of dollars worth of goods on a daily basis. Like all brokerages, the company often encounters lumper payments at pickup and final delivery. With hundreds of trucks in operations each day, it's easy to see how issues with payment transactions can have a negative impact on the bottom line. For Magellan, the main issue was tracking down lumper payment receipts.

## ✔ THE SOLUTION

Because of Relay, Magellan's operations team no longer wastes precious time authorizing late-night codes and chasing down lumper payment receipts. The entire pick up and delivery process is more efficient, saving Magellan and its drivers, shippers, and warehouse partners time, money, and stress.



*" Our operation teams spent a lot of time trying to obtain receipts from drivers. In several cases, receipts were misplaced by drivers or they were illegible by the time we received them. This slowed down our accounting and reimbursement processes."*

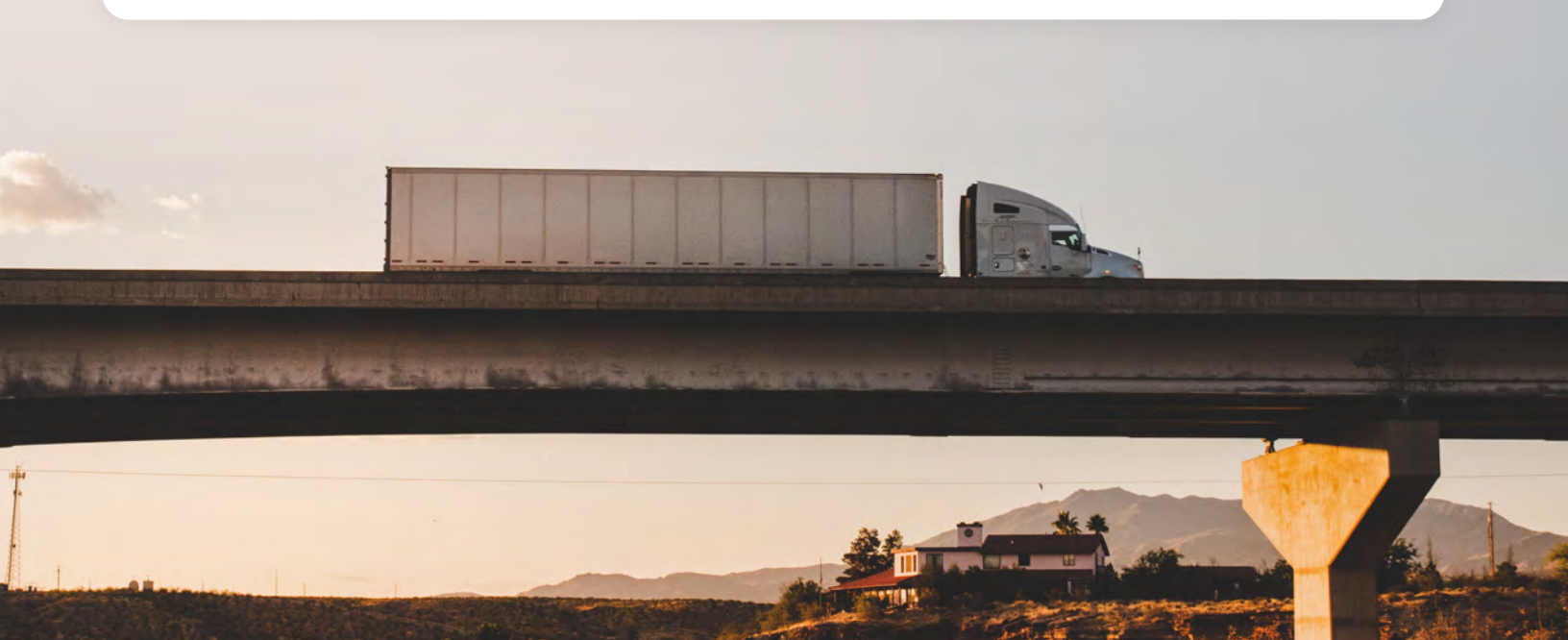
**COURTNEY BROWN**  
ACCOUNTING MANAGER

*"We had one branch of the operations team test out Relay first, and they all said it was amazing. Now we use Relay for lumper payments as often as possible to streamline the process. It's made everyone's job a lot easier."*

COURTNEY BROWN  
ACCOUNTING MANAGER

*"Relay has made a huge difference for us. We've sped up delivery times, reduced hassle for our accounting department, and we receive reimbursements seamlessly. We are big fans of Relay."*

COURTNEY BROWN  
ACCOUNTING MANAGER



## RESULTS

Relay has not only made everyone's job easier, it's added to Magellan's bottom line. The freight brokerage has utilized more than **1,000 codes** within just a **few months of partnering with Relay** and has **saved thousands of dollars** as a result of our entirely digital payment solution for lumpers.



**MAGELLAN**  
Transport Logistics



Call us today to get started! **(877) 382-3424**

[relaypayments.com](https://relaypayments.com)