

A second-generation, family-owned business, K M Payton Trucking operates out of Tehachapi, California, specializing in LTL shipping of fresh and frozen food. The owner takes great pride in the company's reputation for excellent service, and expects the same from his vendors. "Because our customers are like family, service is top notch!"



Before Relay

- ✘ Dissatisfied with a competitor of Relay's unresponsive service and complex systems
- ✘ "We didn't know who to call, who to speak to, and would get passed around and around."
- ✘ Drivers didn't have credit cards. Repair shops expected payment from the driver, not to take credit card information over phone from the Payton home office

With Relay

- ✔ Need for cash on the road eliminated by issuing drivers RelayGo cards with spending limits and controls
- ✔ Can easily track expenses: "Relay system is not only clear and simple to use but it's all in one place."
- ✔ "I can use my phone to operate the systems, it's so easy to use"

The Problem

As an owner operator, Mike Payton was frustrated with the complicated systems and impersonal service provided by a large competitor of Relay's. He didn't want to go back to cutting checks for his drivers to use paying lumpers and advancing cash to cover other expenses on the road, but he was fed up with the hassle and wasted time that came with the corporate payment company he had contracted.

In addition, K M Payton unfortunately had been victimized in the past by contractors and Mike wanted better security solutions for protection against fraud and misuse of funds.

The Solution

With Relay's digital payment solutions K M Payton is saving time and money. Drivers are now able to directly pay for lumpers and over-the-road expenses without cash or sharing a company credit card.

Mike can limit driver amounts, easily track payments as they are made, and automatically receive a copy of all receipts via email. It's easy and it's all in one place. And with drivers now using the RelayGo cards, K M Payton is a lot less vulnerable to misuse of funds and fraud.

The Results

The simplicity of Relay's digital solutions is making life easier for Mike: "I don't have time to cut separate codes for everything. Relay's multi-use code solved my problems."

Mike estimates that K M Payton has saved \$4,000 in the first 10 months using Relay Payments. That doesn't even count loss prevention. "We are saving 100% of the money not disappearing into unauthorized uses. And we are keeping 100% of our sanity avoiding frustrations in daily accounting."

For Mike's drivers, Relay means less waiting around for payments to be authorized and processed.

"Relay changes the game. The web page is clear and simple to use. It's all in one place. And such amazing customer service. It feels very personal with Relay."

Mike Payton, owner
KM Payton Trucking



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