



Travis Trucking is a fast-growing, refrigerated trucking company based in Kodak, Tennessee. It is the primary carrier for a nearby meat-processing company, delivering food products to groceries and restaurant chains throughout most of the country. Travis has a fleet of 55 reefer trucks.



BEFORE RELAY

- ✗ The company used another electronic funds company to pay lumpers
- ✗ At the delivery dock, drivers had to call in for a payment authorization code before lumpers could begin unloading the truck
- ✗ The driver was routinely delayed at the dock for an hour, sometimes up to three hours
- ✗ Delays waiting for check authorization cost us money by burning diesel needed to keep the reefer trailer cold to protect the meat shipment
- ✗ Unpredictable delays made it difficult for dispatchers to schedule return loads. Deadhead miles significantly limited revenue

WITH RELAY

- ✓ A unique Relay code is entered on the driver's dispatch sheet before they leave the home office
- ✓ Lumpers are paid instantly at the dock
- ✓ A major source of driver frustration has been largely eliminated
- ✓ Quicker turnaround times at delivery and reduced fuel expense helps the company's bottom line
- ✓ Knowing the truck won't be held up at the dock makes it much easier for dispatchers to schedule return loads, boosting the company's revenue

"We deliver late at night and early a.m. Before we began working with Relay, somebody had to be up all hours of the night to take a driver's call to generate a payment. Long delays were common."

DONALD HICKMAN, DRIVER MANAGER, TRAVIS TRUCKING


CONTINUED ON NEXT PAGE →

❌ THE PROBLEM

Drivers faced annoyingly long delays at the dock waiting for lumper payments to be authorized. The inefficient payment system was frustrating both for drivers and the back office, and the wasted time meant lost revenue for the company.

✅ THE SOLUTION

Relay's digital payment solution replaced the clumsy system Travis had been using. With Relay's instant lumper payments, Travis drivers can get off the dock quickly to pick up another load for the return home.



"About 75 percent of the companies we deliver to are now connected to Relay. The first thing our drivers want to know about a scheduled delivery is if the location uses Relay because they know it will be without hassle and a long wait."

DONALD HICKMAN, DRIVER MANAGER, TRAVIS TRUCKING

📊 RESULTS

Travis uses Relay's solution to make more than 150 lumper payments a month, saving the company more than **\$50,000** since November 2020, Hickman says, and \$16,000 in the last 90 days alone. Relay's 24-7 customer service availability has been another benefit he appreciates.



Relay has the best customer service, hands down. If we have a problem, it gets taken care of right away."

DONALD HICKMAN
DRIVER MANAGER, TRAVIS TRUCKING