



Daggett Truck Line

Daggett Truck Line is a family-owned business operating out of Frazee, MN, with nearly **70 trucks** delivering refrigerated goods over-the-road. Erik Anderson brought business leadership skills but no direct experience in freight hauling when he “married into the business.” Encountering cumbersome processes—like the need for issuing authorization codes for Daggett’s drivers to make payments on the road—he looked for new and innovative solutions to speed things up.

Also, like so many trucking businesses, Daggett’s growth has been hampered by the driver shortage. Anderson is continually looking for a competitive edge to hire and retain drivers.



BEFORE RELAY

- ✘ Used money codes to pay for after-hours services and lumper fees
- ✘ Late-night calls from drivers needing authorization codes came into dispatch for manual entry and was routed to whomever might be available at home
- ✘ This process often created lengthy delays for drivers and frustration for the dispatch staff trying to get money codes processed
- ✘ “Not very secure and not very effective either”

WITH RELAY

- ✔ Daggett now preauthorizes driver spending before the weekend, ending those late-night calls for authorization
- ✔ Drivers can also use their RelayGo cards for unexpected expenses on the road, including repairs
- ✔ Receipts are emailed instantaneously
- ✔ Transactions are secure

✘ THE PROBLEM

Issuing a money code is a “clunky process,” Erik says. It typically takes 20 minutes or more. Meanwhile, everyone is getting frustrated—the driver, the Daggett back office, and the payee—especially if all this is happening late at night (or very early in the morning).

✔ THE SOLUTION

Relay provided a secure, digital way to pay lumper fees. “It has meant a lot of freedom for us and given the drivers the ability to pay for things on the road, such as truck washes, repairs, tires or coolant,” Erik says. “They don’t have to pay themselves and submit for reimbursement.”



Nobody likes to be woken up at 3am to answer the phone and issue a money code.

Relay empowers drivers to take care of their own payments.

Who wants to call dispatch at 2am? Relay has been a time saver and meant peace of mind too for our drivers.

ERIK ANDERSON
GENERAL MANAGER,
DAGGETT TRUCK LINE

▬ RESULTS

Daggett Truck Line saved more than **\$56,000 in the first six months** of switching to Relay and the savings continue to accumulate. Relay is now a big part of this success story and the mobile app is saving time and reducing aggravation for Daggett’s drivers.