

 Farruggio's Express

SHIPS Accounts Receivable and Payable Workflow Solutions Improve Operations and Customer Service

Headquartered in Bristol, Pennsylvania, Farruggio's Express has been servicing ramps and piers in the eastern US for 88 years. Farruggio's continues to improve and develop the highest quality of service available. Their goal is simple - do it right the first time. With 14 ramps strategically located near key rails and ports, Farruggio's provides high quality service and regionalized expertise. Farruggio's regional programs include Truck Load and Less Than Truck Load service, Dry Van, Flat Bed and Reefers as well as Piggyback and Container service, totaling 150 trucks.

challenge

Farruggio's wanted to continue its company philosophy of do it right the first time in every aspect of its business, including its billing department. They were looking for ways to streamline its manual process of copying, filing and retrieving all of their paperwork. Farruggio's needed a solution that would increase cash flow by decreasing the billing and accounts receivable cycle time, increase accuracy, and improve customer service and satisfaction.

solution

When Farruggio's made the decision to implement an imaging and workflow solution, they met with several companies, but found that most were offering software solutions that were not easy to use or maintain. Industry knowledge and focus was also an important selection criterion. After an extensive search process, Farruggio's selected EBE because of the combination of EBE's strong industry expertise and the compelling ROI the SHIPS software provided.

challenge

Farruggio's was looking for a way to streamline the manual paperwork processes while increasing cash flow, accuracy, and customer satisfaction.

solution

SHIPS Accounts Receivable and Accounts Payable Workflow Solutions

results

- Reduced billing cycle time by 5 days
- Reduced Days Sales Outstanding by 10 days
- Improved billing accuracy
- Increased customer satisfaction

(over)



success story

financial solutions

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Farruggio's Express

"With SHIPS we have been able to add a few million dollars in revenue without adding any employees to our billing department."

Jennifer Farruggio
Farruggio's Express

solution continued

SHIPS Accounts Receivable and Payable Workflow Solutions were implemented to streamline the operation and manage the process paperlessly. POD documents are scanned, indexed, and processed automatically. If exceptions occur, or documents are missing, they are sent to an exception queue and alerts are sent to the appropriate personnel to handle. Otherwise, the orders are sent to billing and invoices are automatically generated with no manual intervention. This is accomplished because of EBE's integration capabilities into many industry leading accounting, dispatch, and other transportation-related systems. "EBE takes the time to understand all of our issues and makes sure the implementation and support of all its products is thorough and complete. We couldn't ask for a better business partner," said Jennifer Farruggio.

results

SHIPS software has enabled Farruggio's to improve its operations and its customer service. The automated process allows them to provide real time information to its customers and back up all invoices with supporting documentation. "We couldn't have kept up with our growth and customer's requirements had we not implemented SHIPS," said Jennifer Farruggio.

Since implementing SHIPS Financial Solutions in Farruggio's billing and accounts receivable departments, they have achieved results beyond their expectations including:

- Reduced billing cycle time by 5 days
- Reduced Days Sales Outstanding by 10 days
- Improved billing accuracy
- Increased customer satisfaction

Founded in 1973, EBE Technologies has evolved as the clear market leader providing integrated business process management solutions to more than 300 industry leading transportation companies. Our solutions automate and streamline labor intensive, operational tasks to deliver improved operational efficiencies, unparalleled customer service and increased profitability.

For information on how your company can streamline its back office operations, call EBE today.

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