

KOOL PAK®



“Relay is on track to save us \$15k/month and it only took a week to get implemented.”

Wade Palmer, COO · Kool Pak

METRICS

- Kool Pak estimates an ROI of 453%.
- Projected to add 3342 hours of service back to their drivers and carriers driving additional revenue.
- Savings of \$12.57 per lumper payment measured in both soft and hard dollars.

PROBLEM

Kool Pak is a premiere LTL asset-based carrier with 110 refrigerated and frozen trucks making deliveries across the US and Canada. Kool Pak's CFO reached out to Relay Payments about issues with paying and reconciling lumper fees. Kool Pak's drivers were spending 20 minutes per transaction waiting on the dock each time they needed to pay a lumper fee. In addition, due to the late night and early morning calls for payment authorizations, Kool Pak was forced to add additional staff to keep pace with the increase in inbound driver phone calls. Their accounting and billing team reported a 2% lost reimbursement rate, resulting in declining revenue and shrinking margins on loads that required a lumper.

SOLUTION

Relay Payments worked with Kool Pak's operations, technology, driver and account teams to integrate Relay Payments into their TMW Truckmate system, automating the entire lumper payment process from end-to-end. Now, drivers are able to pay instantly, getting back on the road quickly and adding time to their Hours of Service to generate revenue for Kool Pak. Kool Pak has successfully decreased the volume of late night phone calls and driver wait times on the dock. They have also streamlined reconciliation for their LTL loads, resulting in efficient load close out and timely customer billing.



“Relay offered a tightly secure, highly efficient system to send money to our drivers. Relay has allowed for advance planning rather than inefficient phone call requests from drivers. This has saved both dispatch and drivers a lot of time.”

Pete Giovetsis, Dir. Operations · Pipco

METRICS

- Average of 20 minutes saved per lumper transaction
- Reduced phone calls from 4 per transaction to 0!
- Driver 100% satisfaction with Relay

PROBLEM

Founded in 1985, Pipco Transportation is a 100% temperature-controlled, refrigerated fleet located in Rosenhayn, New Jersey. Focused mainly in grocery, Pipco's operations team found themselves working in an inefficient, reactive process when it came to issuing lumper fees for their drivers. These inefficiencies caused lengthy driver wait times on the dock, preventing drivers from getting back on the road, generating revenue for the company.

SOLUTION

Relay Payments allowed Pipco to plan lumper expenses ahead of time, instead of at all hours of the day and night. Payments are issued in a “batch format” to drivers creating operational efficiencies for their dispatch and accounting team. Employees can now focus on specific tasks increasing productivity across the organization. Drivers are no longer waiting on the dock looking for checks or waiting for express codes, improving the driver experience.