EXCERPT: Automating cash flow, part 3: cleaning invoices to prevent delays

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Editor's note: This is the third and final installment in the Automating Cash Flow series. **Part one** *looked at electronic payment systems and part two tracked the rise of business automation systems.*

Perhaps no business process is more critical to the survival of a business than turning orders into cash.

As shippers and 3pls have become more strict in their auditing of freight invoices to catch errors, carriers and brokers are focusing on eliminating billing mistakes that cause delays in payments and rework that compresses their profit margins.

Most transportation management systems are able to flag specific billing requirements for each customer in the order entry process and then match these requirements with information and documents through dispatch to the invoicing process…

FMD Distribution, a less-than-truckload carrier based in Kearny, N.J., opened its doors in 2001 by operating a complete distribution process for Xerox, Ricoh, Canon, Sharp, and other manufacturers.

The startup company began by cobbling together QuickBooks and other computer programs but within a few years FMD had fallen behind the technology curve and problems were getting out of control. Incomplete billings were hurting the bottom line and FMD needed a way to administer its billing process much faster.

In 2015, management decided to invest in the FACTS system from Carrier Logistics Inc (CLI). After installing the new system, FMD added a new mapping enhancement in early 2016 to track drivers in real time stop-to-stop and give alerts on any shipment delays every day.

"The ability to meet both our accounting and operational needs helps us integrate all our departments and adds $2,000 to our bottom line each month by preventing lost billing," said Deirdre Hoover, FMD operations manager. "If the ticket is typed correctly, the bill will also be without error in its entry and distribution and FMD customers now get an alert if there is any delay to a shipment, keeping them up-to-date on deliveries."

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