



Ross Express leverages CLI's FACTS transportation management system to manage growth and improve service

About Ross Express

Founded in 1947 and headquartered in Boscawen, New Hampshire, Ross Express is a privately held, general commodities, regional LTL carrier, and a part of the Pitt Ohio family of companies. The carrier operates a fleet of 230 power units from six terminals to provide direct overnight delivery in all New England states, and next day service to parts of New York, New Jersey, Delaware, Pennsylvania, and Maryland.

CHALLENGES:

To manage LTL operations more efficiently and effectively—

Experiencing double-digit growth and using the same Transportation Management System for 18 years, Ross Express needed a solution that would provide advanced and automated shipment rating, and which could handle the unique way they price freight by the fractional pallet spot in trailers.

Other capabilities that Ross Express required were for optimized delivery planning that would eliminate overlapping routes, integrated order entry and dispatch systems, streamlined accounts receivable data entry processes, and advanced reporting.

As the carrier evaluated software options, driver workflow solutions were also prioritized.

“With the automated and integrated capabilities in FACTS transportation and freight management software from Carrier Logistics we’re saving hours of dispatcher time weekly, cutting the time it takes to create rate structures by 90%, and handling a growing volume of business without the need to add staff. Additionally, FACTS has improved our operational planning and customer-facing tools, making us more competitive.”

Kenneth Munsell
Senior Business Systems Analyst
Ross Express, LLC



To provide customer facing capabilities—

In customer surveys about online capabilities, Ross Express was ranked well below its competitors. A new solution would enable better visibility into shipment location and status updates, access to online and API rate quotes, and the ability for shippers to tender orders via a variety of technologies.

SOLUTION

CLI has been instrumental in transitioning Ross Express from an outdated TMS to an innovative transportation and freight management system specifically for LTL operations. Throughout the process, CLI has worked side by side with the carrier to implement FACTS and develop unique capabilities designed to meet their needs.

Ross Express is now using CLI's FACTS solution, including the software's rate engine, automated and dynamic reporting capabilities, and dispatching module with route optimization capabilities. The carrier has also deployed a CLI-built integration to improve pickup and delivery workflow by streamlining communication between drivers and dispatchers.

The FACTS solution provides Ross Express with a customer portal that enables access to customized rate quotes, order entry tools, accurate shipment tracking and status updates, and advanced reports.

RESULTS

Saving time by utilizing automated processes and customized solutions—

With the integrated order entry and dispatch system in FACTS, Ross Express has replaced a manual process with an

automated solution that is saving hours weekly in dispatcher labor time. Additionally, FACTS payment entry tools are saving the company's accounting department approximately 25 hours per week. One person can now handle the volume of payment entry that previously required the assistance of two additional staff members.

With the FACTS Deal Management pricing and rating module, a 90% improvement is being realized in the time it takes to create rate structures. Using a rate template, the carrier's pricing team can create variations to standard structures, including automated price application down to fractional pallet spots, which is a unique Ross Express pricing solution.

Improved operational results are being realized with route optimization and real-time display of truck locations on the dispatch map in FACTS. With the automation that the software provides, pickup requests entered by customers via the carrier's website are routed and automatically dispatched to the best driver with minimal human intervention.

Enhancing customer service with online capabilities—

With customer facing capabilities in an easy-to-use web portal, Ross Express is providing visibility into shipment location and status updates, access to rates, the ability to upload pickup orders, and customized reports. Ross Express is proud to now be ranked a leader for its customer online user experience after moving to CLI. It signifies their commitment to improving the quality of the customer experience, a key company goal.

Why Choose CLI?

CLI provides amazing, robust technology solutions to power freight and delivery businesses forward. Their road-tested software provides the right tools for you and your staff to make your company more efficient and your customers happier. Developed by trucking experts, FACTS will solve your business headaches, providing immediate ROI and resulting in a more satisfied staff and customer base. Always being enhanced, serviced 24/7/365, and available via a hosted application or on your own servers, CLI's FACTS solution is reliable, respected, and right for your business.



“Without CLI we could not have made the transformation to a management solution that could scale with our business, which is experiencing double-digit growth. By working closely with us to implement FACTS, we now have a fully integrated system that automates processes, leverages the latest technology, and provides customers with best-in-class tools. CLI was the clear choice because the components and modules in FACTS meet our needs very effectively, and they have consistently been willing to create and support custom solutions for our business.”

Kenneth Munsell
Senior Business Systems Analyst
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A photograph of a white semi-truck driving on a winding road through a landscape with trees and a body of water in the background.

SEE CLI'S FACTS™ FREIGHT MANAGEMENT SOLUTION IN ACTION. SCHEDULE A DEMO TODAY.



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