



A SUCCESS STORY

Bulk Transit reduces collections process staff hours by 81%

About Bulk Transit

Bulk Transit, Plain City, Ohio, specializes in the transport of dry bulk commodities. The company prides itself on maintaining integrity, professionalism, safety, and high customer satisfaction.

The challenge

Bulk Transit sought an automated solution to address past due invoices as their manual processing of mail, email, and follow-up phone calls resulted in unnecessary overhead, productivity loss, and payment delays.

The solution

Bulk Transit relies on EBE software for document imaging, email importing, recruiting, and onboarding. They reached out to EBE for help in automating their collections. EBE responded by customizing the EBE Collections solution to add AI-supported workflows. It monitors overdue invoices and automatically sends

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This solution gave us automated notifications on outstanding invoices, and customers responded by submitting payments quicker.

Monica Scruggs,
Payroll Manager
Bulk Transit Corp.

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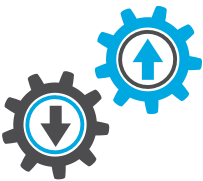
RESULTS



Reduced past-due amounts by 41%



Decreased collections process staff hours by 81%



Reduced labor costs and improved staff productivity



Increased customer satisfaction with prompt communication about account status

The solution continued

payment reminders, emails, or faxes to the shipper, and adds supporting documents if necessary. It maintains the shippers' scorecard and collection status and places delinquent accounts on credit hold, minimizing further potential losses.

EBE's Collections solution helps us maintain positive business relationships.

– Monica Scruggs
Bulk Transit

The future

After implementing automated collections processing, Bulk Transit added EBE's Settlement Solution. It helps companies improve settlement accuracy and frequency by sending automated settlement updates to drivers.

Bulk Transit anticipates an increase in driver satisfaction due to timely and automated communications regarding settlement status. Additionally, the company expects additional staff productivity improvement and, ultimately, further reducing overhead costs associated with manual settlements.