



## A SUCCESS STORY

# JA Frate reduces invoice delivery by 5 days

### About JA Frate

Doug Jennings, the founder of JA Frate, keeps his 1967 Saab station wagon well-maintained today, and for good reasons. It served as his first “truck” when he ventured into the transportation business in 1971. Jennings personally filled the need for a dependable, same-day delivery service in and out of Chicago’s O’Hare airport.

Today, JA Frate, with corporate offices located in McHenry, Illinois, serves over 700 accounts in a 100-mile radius of O’Hare. Their truck terminal is located nearby in Crystal Lake, Illinois.

In 2006, the family-owned company created JA Nationwide to offer transportation services in the U.S., Canada, and Mexico. From a one-person operation to over 125 employees today, Jennings’s built a great business by trusting his instincts.

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*With the EBE solution, we gained efficiencies in the scanning and indexing of documents. The indexing processing is faster than with our previous vendor.*

Kathleen Anderson  
Office/project manager  
JA Frate

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# RESULTS



**Electronic billing increased from 75% to 95%**



**Reduced invoicing delivery by 5 days**



**Unique email subject lines ultimately increased cash flow**



**Saved 1.5 hours of daily staff time by reducing manual data entry**



**Faster image imports from partner carriers**

## The challenge

As the business grew, JA Frate needed a reliable solution to speed up image imports into its transportation management system (TMS). Their old system didn't allow for saved copies of the invoice. They also wanted to build up customer acceptance of invoicing via email.

The need for faster invoicing was crucial for their JA Nationwide division too. They receive daily many electronic images from their growing list of partner carriers. Additionally, many customers required unique email subject lines and a separate .pdf file attachment for each invoice – something their old system could not do.

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*The support from EBE is excellent. They were great implementors and filled our need for an efficient invoicing solution. The smooth process and the ongoing support is just what we were looking for.*

– Kathleen Anderson, JA Frate

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## The solution

JA Frate chose the EBE solution because of the user-friendly interface and the flexible email options. It also offered the best option for getting JA's partner carrier invoices into the TMS quicker and securely. Being free from data entry, the JA Frate staff spends more time on customer support. EBE's easy-to-use solution allows JA Frate's TMS system to create unique email subject lines, and now they can quickly generate invoice copies.