

Pegasus Improving Invoicing and Communication

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Say goodbye to TripPak. Carrier rep and sales teams now have been introduced to TRANSFLO Pegasus, a software system designed to improve the flow of carrier paperwork and customer invoicing. Pegasus will enhance

communication between carrier reps and the freight audit bill pay (FABP) group while providing carriers with sleek technological improvements in the billing process.

"Pegasus gives more visibility and ownership to our customer and carrier reps to impact the timely billing and settling of their orders," said Jake Schnell, senior operational process and integration manager. "This will improve efficiencies across multiple departments and enable better communication when discrepancies occur."

XPO now has control over the billing process from load number assignment to paperwork review, virtually eliminating miscommunication and streamlining productivity. One of the first advantages carrier reps may notice: increased information flow. If a load is on hold, the rep will receive an email stating exactly what is needed to get billing back on track – backup documentation, for example – allowing quick resolution of any issues.

Because documents now will be processed in-house instead of through a third party, XPO employees can better research any issues that may come up. Third-party vendors, which are unfamiliar with our carriers' paperwork, are no longer part of the equation, eliminating other potential errors.

No-touch billing? No problem. With more efficient options to scan and directly submit their paperwork, carriers also benefit from the Pegasus changeover. The \$Velocity and mobile applications simplify the billing process, making it easy to complete paperwork even when on the road. With this convenient system available, carrier reps are urged to continue selling the \$Velocity and mobile submission methods to new and existing carriers.

The innovative technology of Pegasus is evident beyond its mobile capabilities. For example, the system implements optical character recognition (OCR) of handwritten carrier invoice numbers so carriers can apply cash. It also auto-reads and recognizes carrier charges for comparison with TMS accounts and reduces the overall amount of manual touches required to invoice customers and settle carrier charges.

With the capabilities of Pegasus, XPO no longer requires carrier invoices. The carrier simply needs to submit the final signed rate confirmation, the bill of lading and any corresponding accessorial receipts. Pegasus will read the new barcodes on the rate confirmation, automating procedures like load assignment, calculating costs and processing without significant human intervention. To ensure accuracy in our first days with Pegasus, XPO management will be auditing all Tier 1 customer paperwork.

To ease the transition to this new system, all sales managers, sales reps, operations managers and carrier reps attended instructional training sessions virtually or in person at the Chicago, Charlotte and Gainesville offices.

"We are very excited and impressed with the accomplishments XPO has been able to achieve through partnership with TRANSFLO Pegasus," said Stacy Hudgins, director of FABP. "Our collaborative design stretched the limits of the application and what we produced is cutting edge in process and technology. We're doing what no other broker does through this technology."

Thanks to the seamless cooperation across multiple departments, Pegasus enjoyed a flawless launch.

This project required collaboration across the IT, FABP and Operations departments to deliver a solution that will allow us to grow quickly without impacting the service level given to our customers and suppliers,” said Nicole White, Director of Systems, IT. “The success of this project shows how powerful XPO can be when cross-functional teams work together.”

The IT members who worked on the project include: John Bohn, Wes Carroll, Kari Corkum, Catalin Enache, Mario Harik, Chris Henry, Adrian Lisita, Crystal Nevseta, Gareth Roberts, Jason Tommer, Nicole White, Trey Wright and the IT Helpdesk and Application Support Teams.

The implementation of Pegasus did involve employees throughout XPO. In addition to Jake and Stacy, others were Brian Bartlett, Karen Culver, Eric Drye, Marie Fields, Tyler Frank, Christina Hilton, Claire James, Pat Landeck, Sherry Loggins, Jacki Lutz, Kevin Mapleton, Jeff Maynard, Zack Page, Jon Payne, Paige Rohleder, Kevin Rose, Casinta Rowell and Menia Westbury.

For more Pegasus training resources, click [here](#). Questions about Pegasus? Submit an email to financialoperations@xpologistics.com.