



Case Study: Taylor Distributing

Distribution company fixes billing problem and drives increased revenue

Situation: Started in 1850 with a horse and wagon as the Taylor Drayage Company, today Taylor Distributing provides third party logistics for the midwest region of the U.S., with temperature controlled, food grade, public warehousing and refrigerated LTL, TL and pool distribution.

Taylor Distribution needed a way to automatically add a fuel surcharge to its qualifying customers. At one point, they were adding them manually as a "miscellaneous charge," but it was a tedious process, and many were missed.

Taylor needed someone to create a fuel surcharge file which would be maintained at the customer level on their AS/400. The file also had to have an effective date so a history of the rates would be preserved. All of it needed to be part of the nightly billing process that ran in batch.

Technology: AS/400, RPG, CL (Control Language, Cool/2e (Synon), DDS

Solution: STAR BASE consultants created a surcharge file and also wrote programs to maintain the file using the Synon 4GL generator. They also created a batch job with Synon to populate the file with every federal rate change.

Now the new charges are added to invoices automatically during the nightly billing process. Taylor is now able to properly invoice the surcharge for an average of +2% per invoice.

Taylor Distribution realized immediate financial benefits when this process went into production. A qualifying customer's charge is increased by an average of 2%. Because thousands of invoices are generated each month at Taylor, the additional revenue from this 2% is substantial. Taylor knows that a percentage point or two can make a difference between making a profit or not.

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