

Making the shift from manual to digital

How ANR Freight Services saved "an extra 40 grand a year"
by capturing detention charges and missed costs



ANR Freight Services

ANR Freight Services is a well-established, family-owned freight transport company that has been operating since the early 1970s. Founded by the Ridolfi family, the company has expanded to include over 40 employees, a fleet of 25 company-owned trucks, 100+ trailers and strong subcontractor relationships. Specialising in refrigerated container transport, ANR has built a strong reputation in the logistics industry, serving some of the largest companies in the food sector.

As the company grew, their processes needed to grow with it. Their existing system was overly complicated and outdated which led to increased paperwork, unplanned delays and more manual work.

Recognising the need for a modern solution, ANR turned to FreightTracker to handle their workflows and streamline their processes.

Working towards operational efficiencies

Before making the move to FreightTracker, ANR Freight Services used another system that created many more hurdles, making day-to-day tasks complex, manual and inefficient. These challenges included:

- 1. Excessive paperwork:** Drivers needed to manually complete and submit physical paperwork, causing admin bottlenecks and long, slow processes.
- 2. Demurrage charges:** The previous system was not designed or utilised for capturing demurrage and avoiding charges.
- 3. Invoicing processes:** Long and slow invoicing processes caused by paperwork, handwritten notes and limited visibility of jobs and revenue.
- 4. Incomplete job visibility:** Lack of real-time visibility over jobs and inefficient resource management through the previous system led to revenue loss.
- 5. No driver interface:** Drivers were unable to access job updates, instructions and details, meaning they had to visit the office frequently which increased downtime.
- 6. Limited TMS capabilities:** Their TMS was expensive, complex, and difficult to use – leading to a reliance on manual operations.

Implementing FreightTracker for more hands-off, efficient processes

It was clear that the ANR team was on the hunt for a TMS that could declutter their existing processes and be customised to their specific needs. As part of the search for a new solution, ANR compared a few market-leading systems and their team tested them for their needs and flexibility.

Eventually they were pointed in the direction of FreightTracker, where the team soon realised they could gain access to a platform with features and capabilities suited for them:

Digital job management:

An end-to-end digital system and workflows – eliminating paperwork and many administrative jobs.

Driver application:

All drivers, including subcontractors, are equipped with tablets or mobile access to FreightTracker. They receive job details, real-time updates and tracking directly to their devices which reduces unnecessary office visits.

Efficient invoicing system:

Automated invoicing ensures all charges, including extra fees like demurrage, are captured, billed accurately, and not missed.

Cross-function integrations:

Connecting all functions and aspects of operations, removing the need to look for information in different spots - it's all there!

Quick, simple implementation:

A short 3-day onboarding process for a TMS that isn't overcomplicated but designed to make life easier.

Real-time proof of delivery (POD) capture:

Sign-on-glass technology ensures instant proof of delivery submission and means drivers no longer need to call in or remember doing paperwork - allowing more time to focus on deliveries.

Real-time management and controls:

Visibility over financial and operational performance data, and instant updates helps them with decision-making and proactive changes.



“Drivers would have to call up a lot more, come to the office to find out what their next job was. Now they just check their tablets and they’re on their way” commented Matt Ridolfi, who works in Operations at ANR.

“We install tablets on all of our trucks so the drivers can actually use the system via their trucks. Our subcontractors use it on their phones. Everyone’s connected”



A transformed business

Since making the switch to FreightTracker, ANR Freight Services has experienced significant operational benefits:



No more paperwork:

The company has almost completely eliminated paperwork. “We’ve cut our paperwork down tremendously, like almost to zero, which is quite amazing from where it actually came from.”



Time savings:

Reduced administrative workload “upwards of an hour per day saved on unnecessary work for sure.” commented Matt



Efficient job planning:

Reduced job setup time by 75%, allowing drivers to start work faster. Matt shared his excitement around this feature: “just being able to have the job planned and ready to go, shoot them off to the drivers, and everyone knows what they’re doing.”



Revenue recovery:

Improved ability to identify, capture and note add-on charges led to an extra \$40,000 annual revenue increase. This reduced the risk of missing charges by invoicing demurrage fees like “little bits and pieces that wouldn’t have been caught in the past.”



Matt also shared his satisfaction with the support he receives, stating **“there’s communication back and forth constantly. [FreightTracker] pick up my calls pretty much bang on all the time. If I’ve got a question they’ll ask and get back to me”**. He finished by stating **“It’s one of their best assets, having an accessible team.”**

FreightTracker’s TMS has played an important role in modernising ANR Freight Services, transforming it from a manual and paper-led business into a streamlined, tech-driven operation. With a digital-first approach, ANR is set up to continue growing and succeeding in the logistics industry.

They have not only improved their day-to-day operations but also built a scalable foundation for the future. This has led to their expansion and purchase

of a new 4 acre location to host their expanding operations, truck and subcontractor fleet, and can hold another 100-odd refrigerated containers.

By partnering with FreightTracker, ANR Freight Services has experienced time savings, improved revenue capture and overall efficiency that they would never been able to achieve before - highlighting the importance that a digital Transport Management System plays in freight transport success.



Make the change from complicated manual processes to digital streamlined workflows with the team providing Australia’s leading Transport Management System.

Contact us for more information
or to schedule a platform demo.

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