QUALITY METRICS

Consistently exceeding accuracy rate requirements set by world-class clientele and industry leaders

Our customers report decreased monthly revenue adjustments due to billing errors by 40%.
In today’s economy, most organizations don’t have adequate resources to ensure their billing is processed as accurately as it should be. As a result, errors sneak into the company back office and wreak havoc on business processes. Mistakes such as the quantity of cargo acknowledged as shipped in the BOL being greater than the quantity declared by the shipper, or inaccuracy of the date on which the last of the cargo is shown to have been shipped, can cause serious problems and potential losses. To prevent detrimental oversights, we leverage decades of experience in project management as well as project design to conduct an expert SWOT analysis of your current systems. We then develop and implement an effective solution to ensure a seamless but secure flow of your data to our staff for processing back into your system.

The Beginning of Freight Billing Excellence

DDC FPO emerged in 2005 when Watkins Motor Lines approached Art Zipkin, now DDC FPO President, with knowledge of his expertise, in need of assistance with its counter-productive back office functions. Art and the DDC team scheduled a visit to Lakeland, Florida to evaluate the company’s operations. After spending a significant amount of time over several trips to Watkins Motor offices, the root cause of its problems was pin-pointed.

Watkins Motor Lines’ primary issue was lack of standardization in its billing process. This disorganized and decentralized structure led to a ripple effect of inefficiencies, reducing personnel productivity, generating errors and driving up costs terribly.

DDC’s project management team tackled these obstacles head-on with a specifically designed data capture solution. Solely tailored for Watkins Motor’s billing process, the solution was implemented over a 1 ½ years proof of concept. After the rollout was complete, Watkins Motor saw compelling results from the new BOL process standardization. Errors were eradicated, and the company began saving heavy costs.

“What impressed us about DDC was their ability and diversity. They were able to very quickly grasp our billing process, and within a short period they were achieving excellent levels of billing accuracy.”
— Benton Global

“Once we started using DDC FPO, the level of re-rates went down and the level of billing accuracy went up.”
— Road Runner Transportation Systems

“We have converted all of our terminals to DDC’s remote bill entry, and we are very happy with the results.”
— AAA Cooper Transportation