

Talk About "SMART" Auditing!



Five AMTR Employees Get Mensa Invitation

At **AMTR**, human knowledge plays a central role in our business model and defines our competitive advantage. As such, efforts to improve and challenge our minds are a key focus and always a strategic consideration. Recently, we added four employees to the ranks of Mensa, bringing the company total to five! Mensa describes itself as the largest and oldest high IQ society in the world. It is a non-profit organization open to people who score at the 98th percentile or higher on a standardized, supervised IQ or other approved intelligence test. **AMTR** is proud to announce its Mensa members:

Standing: Summer Bartczak (CEO), Devin Scott (Truck Auditor), Trey Clapsaddle (Truck Auditor)

Seated: Monika Bailey (Rail Auditor), Kelly Kirkpatrick (Assistant Truck Audits Manager)

This is just another reason to partner with **AMTR**. When we say we are the "Home of SMART Auditing®," we are not kidding!

AMTR Looks Back to Save Cash

For shippers, getting goods to customers in a timely manner is of critical importance. The process is often so time-constrained that a "ship first and ask questions later" approach may be used. Diversions, reconsignments, contract renewal delays or simply shipping to a new destination can create questionable billing. The problem is, however, that such questions are rarely revisited, as the demands of the day are unrelenting. Because of this, the resulting bills are often inaccurate, yet still paid, in order to keep processes moving.

At **AMTR**, looking back in time is part of our SMART Auditing® process. Carriers are usually quite accommodating and fair in cases where past billing was inaccurate. **AMTR** takes the time to ask our clients' questions and have incorrect bills corrected long after they are paid. **AMTR** is always committed to finding every opportunity to ensure our clients pay the lowest possible rate for freight, even when it means looking back in time.

Come See Us at These Upcoming Events!

NEARS Spring Conference
April 18 - 20
nears.org | Newport, RI

NASSTRAC 2018
April 29 - May 1
nasstrac.org | Orlando, FL

NARS Annual Meeting
May 16 - 18
railshippers.com | Chicago, IL

Transparency18 (BiTA)
May 21 - 23
transparency18.com | Atlanta, GA

Industry News

Railroads—Big Changes, Big Impact

Recent months have seen a number of announcements regarding significant leadership changes in the railroad industry. To begin, Ron Batory was sworn in as the Federal Railroad Administration's 14th administrator on February 28th. Batory has had a long career in railroading, having come most recently from his position as COO at Conrail. Another announcement involves Canadian National President and CEO Luc Jobin, who resigned amid the backlogged Canadian grain crisis and was replaced in the interim by Jean-Jacques Ruest, a 22-year veteran and former CN Executive Vice President and CMO. Canadian Pacific is also bringing in a new player to the grain market by adding Joan Hardy—formerly of Canada's largest agri-business, Richardson International—as Vice President of Sales and Marketing. Finally, CSXT lost CEO Hunter Harrison, who passed away unexpectedly in December 2017. There is no news as to whether Jim Foote, his replacement, will be the long-term choice to lead the CSXT into the future. Foote was previously President and CEO of Bright Rail Energy, a tech company whose products allow locomotives to run on natural gas power.

In addition to leadership changes, the railroads are working hard on various technological innovations. BNSF has joined BiTA, the Blockchain in Transport Alliance, and other railroads are sure to follow. Several railroads, including BNSF and NS, have recently rolled out new customer portals driven by upgraded technology to improve daily interactions. Finally, railroads are also developing new sensor and data-gathering technology, like UP's "Machine Vision," that will allow the inspection and weighing of cars—among other capabilities—without human intervention, speeding up transit times.

New leadership and new technologies often drive change in organizations and processes. With regard to the railroads, those changes can be very positive, but can often lend negative direct and indirect effects to the accuracy of freight billing. Over our 30 plus years in business, **AMTR** has eased clients through many times of change by providing continuity of transportation and operational knowledge.

Trucking Industry in a Crunch

AMTR has been on the road again, traveling to conferences across the U.S. One of our recent stops was at NITL2018 (National Industrial Transportation League), held in Dallas, Texas. At the conference, there was significant focus on trucking industry issues.

Quote

It is not that I'm so smart, but I stay with the questions longer.

Albert Einstein

One of the biggest themes was capacity. Whether it was hours-of-service regulations (which are limiting driver times), the lack of truck parking availability (which is forcing drivers to stop short of their hours of available drive time), driver detention (which is reducing drive time due to loading and unloading delays), or delivery demands (more trucks making longer final-mile deliveries to residences), the impacts are generating a capacity crunch, which is of great concern to the industry and shippers alike.

Another hot topic was the Electronic Logging Device (ELD) mandate. A reflection on the European ELD implementation revealed a 16.6% reduction in miles driven, which is a significant impact. Furthermore, there is a concern about the cost of the ELD mandate, as well as the unintended impact on driver retention. If trucking companies cannot comply with the ELD mandate due to cost or other factors, they may be forced out of business.

Rising operational costs for carriers were also well-discussed. Besides complying with mandates such as ELD, the decaying state of highway infrastructure was highlighted as another considerable cost factor. As infrastructure ages, carriers are seeing more costs associated with repairs for damaged tires and equipment, and longer, more expensive routes generated by impassable roads and bridges.

Understanding more about these and other significant industry issues can allow shippers to be more prepared and proactive. Actions that strategize to allow drivers more drive time—such as quicker loading and unloading scenarios, informing carriers of any special equipment or service needs, and maintaining a consistent shipping schedule—will be important. Similarly, planning ahead for the increased costs of doing business will be essential for shippers and carriers alike.

American Truck & Rail Audits, Inc. Spring 2018 Brain Teaser

Word Chameleon

Small changes in word spellings can make a big difference. Start with one word that matches the first description and follow the instructions to create different words that reflect the new descriptions.

I am an agreement.
Change one letter and I am a large vehicle.
Remove one letter and I am a fold of material.
Change another letter and I am a mark of correctness.
Change one final letter and I am a pointed tool.



Source: www.mensa.org.uk/puzzles/brainteasers

Find the solution for
this brain teaser at
amtr.com/brain-teasers