

AMTR Intelligence – More Than Artificial

“Jet Ski” vs. “Deep Dive” Audits

As the transportation/supply chain industries are being transformed by advancing digital technologies and innovations, an important conversation still remains about the value of maintaining humans-in-the-loop in activities or processes where judgement and insight are critical. Not surprisingly, we see exponential increases in automation and artificial intelligence in our business of freight cost auditing. It is important to be reminded, however, audits performed with such technologies can only uncover what the software and algorithms tell them. Given the complexities involved with freight costs and billing, having a human-in-the-loop enabled by technology is still essential for a robust, in-depth audit. **AMTR** performs second and third audits behind automated systems all the time and never fails to find errors. At **AMTR**, having SMART, human auditors-in-the-loop sets us apart from the competition. Instead of using technology alone to “jet ski” your freight audits, the knowledgeable experts at **AMTR** do a “deep dive” to save you even more money.

Spring Cleaning? Include a Check for Freeze Protect Fees

Spring has officially sprung and temperatures are on the rise. This means it is time to be on the lookout for unnecessary freeze protect fees. Many carriers include guidelines stating the service is offered from October to April, so now is the time to confirm that these charges are not being billed erroneously. There are a few ways shippers can ensure they are being properly charged for such fees. First, shippers should be familiar with the carrier’s common practice rules tariff. There may be several stipulations for when these fees do and do not apply—such as specific date parameters, freezing points and service types. Secondly, they should be alert to any exceptions listed in a customer’s specific tariff or contract pricing with regard to fee waivers or modified stipulations. Interestingly, **AMTR** experts have begun to see “season passes” for freeze protect service. The season pass approach is a flat fee to cover all charges for this service during a season. There is an important caution, however, related to this type of approach when using freight bill automation. **AMTR** often sees shipments billed but tied to the wrong account. In this case, the fee may still be inadvertently charged. **AMTR** SMART audit experts will make sure only the correct fees are paid every time.

Learning Initiatives Give Insight to Tech Challenges

One of **AMTR’s** core values is to “seek knowledge always.” Even so, given the many recent changes in the railroad industry, we have stepped up our learning initiatives further to ensure the best audits for our clients. We have consciously worked to mix the long-term experience of our senior rail auditors with the fresh ideas and perspectives of our newer auditors and interns. We have also pursued advanced learning through webinars, live classes, online courses, conferences and more. These learning activities are undoubtedly expanding our knowledge and enabling more creative thinking, which we are channeling into finding more complex billing errors than ever before. Specifically, as we learn more about the technology tools and systems used by our clients and carriers, and as we continue to design and implement our own IT tools for auditing, we are discovering more and more how an overreliance on algorithms and “AI” alone is costing rail shippers thousands of dollars through overcharges and erroneous billings. With all of these learning initiatives, **AMTR** is better positioned than ever to recover the lost freight costs caused by tech challenges. The benefits of technology are undeniable, but it is the application of human knowledge that makes our audits SMART.



Industry News

Precision Scheduled Railroading—Who's In?

Precision Scheduled Railroading (PSR) is a popular concept in the rail industry today. Some of the key goals of PSR are better customer service, reliability and efficiency. After the Canadian National and Canadian Pacific showed profitable success with PSR, CSXT launched its own implementation. Eventually, as CSXT began to show gains and improvements, the Union Pacific announced its plans for implementation, and the Norfolk Southern and Kansas City Southern followed soon thereafter. This indicates that PSR is a major goal for most major U.S. railroads. According to a recent article on Trains.com, the lone holdout among Class I railroads is BNSF, which has yet to indicate its intentions. Even so, shippers can anticipate changes in rail service as the plans unfold over the next few years.

UPS Explores Drone Deliveries



UPS and Matternet, a startup drone company, recently partnered to make the first continuing commercial drone delivery—a swap of medical supplies between North Carolina hospitals. The immediate plan is for UPS to make multiple, daily flights for the WakeMed Health & Hospitals network in Raleigh, NC, while harvesting the data and experience to offer similar services to other hospitals around the U.S. in the future. These drone deliveries have already proven to take less time than the conventional method of transferring products via ground vehicles. What would normally take a driver about 30 minutes, depending on the traffic, would take drones just under 3.5 minutes. Currently, only 10 deliveries a day are scheduled, but if the service continues to be beneficial, the number will increase. Using drones is good for UPS's bottom line, as there is a greater profit margin. As such, the company is looking to expand further into managing and delivering health care products. UPS has also worked with another drone maker, Zipline, which is making deliveries in remote areas of Rwanda.

Quote

As we come to rely on computers to mediate our understanding of the world, it is our own intelligence that flattens into artificial intelligence

– Nicholas Carr

American Truck and Rail Audits, Inc. Spring 2019 Brain Teaser

Beginning to End

For the following clues, the answer will be a word that both starts with and ends with the same letter.

Example: A bill of lading is the _____ document of a shipment. **Answer: LEGAL**

1. Dumont d'Urville is the only recorded railway on this continent, and by far the most southerly railway in the world.
2. A 28-foot trailer is often referred to as a _____.
3. Two handles, one wheel and considered a hand-propelled vehicle.
4. The first of this kind was called the Charlotte Dundas and was powered by a Watt engine and paddle wheel.
5. Inter-terminal, intra-terminal and intra-plant are all types of rail car _____.
6. A "vehicle" used to travel through snow using animals.
7. For a train, the last car is called the caboosie, and the lead car is called the locomotive, or railway _____.

Here's the bonus question:

A contract _____ could happen on a _____ basis, or once the contract reaches the date in which it will _____.



Sources: simple.wikipedia.org/wiki/Train britannica.com/technology/tugboat sinfin.net/railways/world/antarctica.html

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

Upcoming Events:

NARS 2019
San Antonio, TX
May 15-17

**MARS 2019
Summer Meeting**
Lake Geneva, WI
July 15-16