

# Financial Benefits White Paper

November 2021

fissara limited commissioned this White Papers to outline the financial benefits identified and realised by TJ Transport, a Bulk Material and Waste haulier located in the South of England. TJ Transport have been helping develop the product and proposition since 2018. The information in the paper has be collected after the product implementation and using fissara's MOVE product operationally for over 6 months.

fissara MOVE has been designed to streamline the entire process of waste and bulk transport management through an easy-to-use software suite and driver application.

Barry Curtis, Finance Director at TJ Transport has responded to a number of questions and discussion points that form the basis of this White Paper, outlining the benefits of a digital system and the commercial impact this has had on their business.



Barry Curtis - Finance Director, TJ Transport Ltd

## **Digital Invoicing and Automation**

"We came from a background where by we had a lot of paper processes. Drivers would be sent out with a paper worksheets, vehicle defect reports and paper timesheets. All of these would have to be returned to the office alongside tickets for processing.

In addition to this, there are some outlying depots and even once all paperwork had been returned to the office, it could still take 3-7 days after the work was completed for customer invoices to be sent out.

Because all of the required information is stored in fissara MOVE, invoices are automatically produced the day after the work has been completed and are available to circulate via email to our customers. Our invoicing cycle time has reduced, and as a result of this, our working capital has improved. To quantify this improvement, it is conceptually the average daily revenue multiplied by the 3-7 day reduction. This reduction in manual processing has also enabled us to re-deploy this resource to other areas of the business."

## **Pricing, Quotes and Surcharges (including Supplier Pricing)**

"The quotation aspect of fissara MOVE is quite straightforward to use and setting up quotes/quote-lines is simple. It is also easy to send the most recent quote to the customer with all active quote lines.

When used properly this functionality ensures that both us and the customer are aware of relevant pricing as it is all agreed and circulated up front/in real-time for any modifications prior to job completion.

This also eases the burden of change on the back end invoicing, avoiding any further delays to this process.

Most importantly it reduces the opportunity for invoice queries from the customer and will assist the credit control process with the potential to improve and reduce the debt collection cycle."

### **Vehicle/Division P&L (Contribution and Revenue)**

"Before fissara MOVE, an example of our former manual processes was taking the paper-based "driver sheets" and manually entering them into a costing package in order to allow the Operations Team to understand financial and operational performance.

This meant that our Operations Team were always looking at outdated performance details - fissara MOVE now provides us the ability to track vehicle, fuel, driver and direct job costs much more effectively. We generate these costings from the system the following day so that the Operations Team have a more relevant understanding of the financial impact and performance of our fleet.

Additionally, Move also has the ability to track a daily revenue figure which is being generated by the fleet.

Overall, these reductions in manual processes have enabled us to re-deploy vital resources to other areas of the business."

### **Customer Accounts and Accounting System Integration**

"We use Sage50 for our financial reporting. You can upload customer account balance and credit limit reports into fissara MOVE from Sage50.

Once the invoicing cycle is complete there are downloadable reports that can be imported into Sage50 for all of the invoice data.

These data flows have enabled us to improve our credit control process and better enforce customer credit limits at a more relevant and leveraged time. This has had a positive impact on the credit control function and helps reduce the risk of default and allows for better management of customers trading within set credit limits."

## **Fleet**

"Historically, we have a background in which we used a lot of paper-based processes. Our drivers would be sent out with paper worksheets to capture job information and vehicle defects were completed on paper forms - all of which would have to be returned to the office alongside all tickets for manual processing.

Whilst safety defects (i.e vehicle off-road) can be dealt with through normal communication, due to some outlying depots combined with the use of paper, our ability to track and monitor serviceable defects was always subject to being in receipt of the relevant paper forms. Administration and tracking from a VOSA point of view was also time-consuming, which caused issues with feedback to drivers once the defects were resolved.

Using fissara MOVE has meant that the legal defect checks (undertaken daily by drivers) are viewable on-screen each morning with images to assist understanding, meaning they can be processed and administered more effectively. It also enables drivers to easily monitor and update checks for any event that may happen during the day - these are also remitted electronically.

With the Enhanced Vehicle Maintenance we are also able to schedule services, MOTs and vehicle compliance bookings in order to administer and resolve defects from origination through to resolution. This also aids the vehicle resource availability for planners as the bookings link to the planning and availability side of the business to ensure both departments are aware of available resource."

### **Timesheets/Holiday and absence booking**

"Considering that we have some outlying depots in our network and that all paperwork must be returned to the office - the stages of administration that followed made for a very manual process to administer hours worked, meaning that there was little time to apply the necessary levels of scrutiny.

Since using fissara MOVE, driver hours are now recorded based on when they log in and out of the app, meaning that timecards can be reviewed electronically and compared to corroborating reports to ensure hours are correct.

fissara MOVE has also enabled us to make our holiday request and approval processes fully electronic across the workforce, further replacing paper files. Line managers are able to review resource availability by applying various filters to ensure simultaneous holiday booking policies and workloads versus available resource can be effectively planned across the various departments of the business. This also aids the driver resource availability for planners as the holiday and absence bookings link to the planning and availability side of the business."

## **Subcontractor (Self Billing)**

"Being able to remove vast swathes of paper from our own fleet has seen a significant improvement in our operational efficiencies, communication and invoicing cycle time and credit control. However, with being transport and haulage linked to the construction industry, we do utilise subcontracted hauliers in order to flex our fleet and deal with the peaks in customer demand.

We didn't want to lose all of these benefits when using subcontracted hauliers by having to revert to a paper-based system fraught with the issues we only know too well. As such the subcontractor module in fissara MOVE has enabled us, through working closely with our subcontract haulage fleet, to integrate them into our paperless way of working.

We can allocate jobs and monitor login status and work being completed. We're also able to allocate Subcontracted Haulier costs to the jobs and see vehicle/load contributions in the same way as we can our own fleet.

The subcontracted hauliers don't need to perform the same login process as our own so they can still undertake their own compliance processes and we still get the job-specific electronic images stored within the system, instead of waiting for supporting paperwork to be sent in with the subcontract hauliers invoices.

We can also provide the subcontracted hauliers with lists of work completed per vehicle for their own reconciliation and fissara MOVE's system is also capable of producing self-bill invoices for them if they sign up with the appropriate documentation."



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