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## On the Road with Bestpass: Saia LTL Freight

### How has Saia benefitted from using Bestpass?

“Bestpass has provided Saia LTL Freight with a one-stop solution to tolling needs throughout the country. We have been able to consolidate our numerous tolling accounts, access and service fees, as well as simplifying the billing and conflict resolution process. The ability to dissect our charges and influence our toll decisions has been simplified, and our ease of doing business with our toll service improved”

### What was your experience during the onboarding process?

“The onboarding process was perhaps the easiest of any vendor we have partnered with. It started with the quick and personable response of Michael Magliocca and the entire customer service group at Bestpass. We were made to feel like an important customer, and our questions were answered in a timely, informative, and unassuming manner. We have greatly appreciated Bestpass’ focus on us as a customer, and their continued support as we have grown in our relationship.”

**- Robert Bulick, Vice President of Linehaul, Saia LTL Freight**





## Challenge

Saia operates all over the country and needed a streamlined toll management service to consolidate all of its toll activity. Dealing with numerous tolling accounts resulted in endless amounts of paperwork and incorrect transponder violations. Tracking all this paperwork presented itself to be a challenge that is time consuming.

## Solution

Saia turned to Bestpass to solve all of its tolling needs. Saia now has consolidated accounts, fees, and simplified violations and billing processes. This allows the company to take a step back and make better toll decisions based upon a wealth of easily accessible toll data.

## Results

Bestpass has provided Saia with streamlined toll management services for the entire fleet. Saia now receives toll discounts that they would not otherwise, and above all, consolidated billing and minimized violations. This is not only saving them money, but also valuable time in the back office that was initially spent on paperwork.

### **Little Rock Tours *at a Glance***

**Founded:** 2003

**Headquarters:** Little Rock, AR

**Services:** Award-winning sight-seeing tours and cross-country charters

**Areas of Operation:** AL, AZ, AR, CA, CO, CT, DE, FL, GA, ID, IL, IN, IA, KS, KY, LA, ME, MD, MA, MI, MN, MS, MO, MT, NE, NV, NH, NJ, NM, NY, NC, ND, OH, OK, OR, PA, RI, SC, SD, TN, TX, UT, VT, VA, WA, WV, WI, WY

**Terminals:** 154

**Daily Shipments:** 26,000+

