



CONARD TRANSPORTATION

WEX Fleet One customer service keeps Conard Transportation running smoothly

COMPANY OVERVIEW

Conard Transportation, the trucking division of Conard Logistics of Lavergne, Tennessee, started out with seven trucks in 2005 and has grown to more than 40 units. Its drivers haul general freight to the lower 48 states, predominantly east of the Mississippi River.

As the company grew, key executives wanted to ensure that the division stayed competitive and were always looking for areas of improvement. Attracted by the promise of greater services and advanced technology, Conard made the decision to switch from WEX Fleet One to a new fuel card partner.

Almost immediately they came to regret that decision. Calls didn't get returned. Problems were kicked from one person to another without a resolution, leading to wasted hours in both the back office and in the field. Customer service was handled in a by-the-numbers manner, seemingly without regard to Conard's specific situation and requirements.

SOLUTION

"We came back within a month," says James Griffith, Conard Transportation Vice President/Owner/Partner. "Sometimes you don't know what you've got 'til it's gone. When we call WEX Fleet One customer service we get a person on the line who we can talk to. There are a lot of transactions being done through email these days, and that's good, but it's refreshing to work with a company that still believes in the importance of picking up the

Challenge

Conard Transportation was unhappy with the responsiveness of its new fuel card provider.

Solution

A switch to the personalized service at WEX Fleet One, with a dedicated account manager and an easily accessible customer service department.

Results

Conard Transportation's business needs get met in a timely manner, allowing the company to be nimble in response to market changes and resolve problems as they occur.

phone and helping a customer work their problems out. That's very important to me."

Griffith also praises his account manager, Tim Engles, for checking in regularly and informing the company of upgrades, new products or relevant services. Recently, Engles was able to help them gain efficiencies in their accounting department, while also reducing costs.

"Conard was using another company for repairs and maintenance, and didn't like the fact that they had to work out fuel information from one company and check services on the exact same trucks from another company," Engles says. "WEX Fleet One maintenance and repair check services are, in fact, cheaper than the service they were using, and by switching to us they have streamlined their accounting. The switch positively affected their bottom line and makes it easier for accounts payable to reconcile their reporting and invoicing by going online with just one company rather than two."

When Conard was experiencing an issue related to billing with one of their vendors, Engles was able to offer assistance. Calling on WEX Fleet One's longstanding relationship with the tire vendor, he was able to resolve the problem to everyone's satisfaction.

"Conard is just 20 minutes away from our office, so I have been able to go out and discuss issues that come up and have that face-to-face contact that counts for a lot. I am not just a name and phone number to them," Engles says. "They are a great company, and I really enjoy working with them."

Those regular visits mean that Engles always has a handle on Conard Transportation's business needs as they arise. When Conard had a problem with unauthorized driver purchases, WEX Fleet One customized the card so that it included specific restrictions on the items that were chargeable. When the company was growing, there were several

times when it needed to increase its credit line. That can be an arduous process, but WEX Fleet One made it easy.

"Any time we ask for a credit increase, it doesn't take an Act of Congress — no bringing in the accountant and getting sworn statements — to make it happen," says Griffith. "They

do the leg work so we don't have to. We've been approved within a week's time, and I've seen with other companies that it can take forever. You just feel like a number to them."

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RESULTS

Conard Transportation feels that they have a true fuel card partner that fixes problems and offers workable solutions. That has given them value in time, cost controls, driver compliance and peace of mind.

"The proof is always in the people when you deal with a company," says Griffith. "You can have the best equipment in town, but if you don't have the best people then it doesn't mean much. I have yet to get a complaint from any of our people that they couldn't get an answer from WEX Fleet One. And, believe me, with some other card companies, that was a daily issue. The people filling the seats at WEX Fleet One, especially in the customer service department, are doing an excellent job."

