



DDC FPO

DDC Group's Remote Bill Entry Revolutionizes Trucking Company Billing Process

----- Services now being extended to the Truckload and 3PL Sectors

Atlanta, Georgia, ----- November 8, 2010 ----- The DDC Group, the premiere provider of business process outsourcing to the LTL freight industry announced today that it is extending its industry leading remote bill entry service to the truckload and 3PL sectors. Over the past couple of years, the DDC Group's well respected offsite bill entry process has become the industry standard for LTL trucking firms seeking to improve billing accuracy and customer satisfaction while significantly reducing costs.

Business Process Outsourcing (BPO) is the leveraging of technology or specialist process vendors to provide and manage an organization's critical and/or non-critical enterprise processes and applications.

The DDC Group assigns a project manager to meet the management team at its trucking company customers. Working together, the team develops a phased migration strategy. The DDC Group installs image scanners with DDC software at designated carrier service centers and provides carriers with training onsite. The carrier prepares the bills for image scanning and feeds them through the scanner. The images created go immediately to a DDC secure FTP server in the US and are automatically downloaded by the system. The bills are processed offsite in real time by a highly trained group of experienced billers.

Scott Dobak, VP Sales & Marketing, Roadrunner Transportation stated that "the billing process is typically performed in the evening by shift and part-time workers located at individual carrier terminals throughout their networks. The repetitive nature of the job and the fact that the work is performed at night frequently results in employee turnover ratios of up to 50 percent." Reid Dove, President of AAA Cooper, added that "the billing process with most carriers is a combination of green screens, EDI transmissions, faxes and manually prepared bills. This approach is filled with potential failure points."

"The DDC team knows that a bill of lading is a complex form, sometimes a long one. It must contain acceptable consignee, shipper and agent details, reconciled handling units and weights, trailer and pick-up details and more. The FPO service is not simply about remote data input but

information integrity, form compliance, load analysis and coding, and exceptions processing,” commented Art Zipkin, FPO Services, The DDC Group.

“We have converted all of our 81 terminals to DDC’s remote bill entry and we are very happy with the results,” stated Reid Dove. Scott Dobak commented that “the level of re-rates went down and the level of billing accuracy went up.” Both companies were also able to achieve substantial cost savings that was particularly helpful as the recession took hold.

Savings can range up to 50% of pre-conversion costs. For medium and large size enterprises, these savings can be in the hundreds of thousands or millions of dollars. Payback periods can be as short as several months.

The DDC Group’s remote bill entry service has been gaining acceptance with a number of North America’s leading LTL carriers. The list now includes UPS Freight, Estes Express Lines, AAA Cooper Transportation and Roadrunner Transportation Services. The company will continue to offer its services to the LTL freight industry. It will also begin making these services available to truckload carriers and third party logistics providers that are seeking to improve billing accuracy and reduce costs.

About The DDC Group

The DDC Group offers onshore/offshore data processing services. Its services include document receipt and handling, scanning, and automated capture, manual data capture, charity donation handling, including banking ,contact centre facilities, business process outsourcing; knowledge process outsourcing; and document management, payroll processing, image hosting, multi-lingual data processing, human resource processing, finance and accounting processing, back record conversion, XML processing, database management, disaster recovery, audited security processes and procedures, data protection compliance, and automation and validation. For the past several years, it has been expanding its base of remote bill entry customers in the LTL freight industry in North America. For more information contact: Art Zipkin, Vice President, FPO Services at (770) 704-6905, or visit the DDC website at www.theddcgroup.com.