



Electronic Ticketing Smoothes Pick Ups and Deliveries at Dunning Sand & Gravel

Integrating scale management software with QuickBooks increases ticket creation by 50 percent—and boosts revenue.

Dunning Sand & Gravel has one of the largest inventories of natural stone, retaining walls and veneer stone in New England. The company, located in Farmington, CT, delivers between 250,000 to 300,000 tons of sand and gravel to customers each year, and its financials center around measuring these materials accurately and efficiently. From 7 a.m. until 4 p.m., trucks stream in and out of the loading area and each load of gravel or sand must be weighed and ticketed before it makes its way to a customer's site.

Challenge

In the 1990s, two full-time people were responsible for ticketing the deliveries and creating invoices manually. One person wrote 80 to 100 tickets per day, and another person created invoices from those tickets. "We were constantly doing billing, 8 hours a day," says Ben Dunning, president of Dunning Sand & Gravel.

The manual ticketing and invoicing system was limiting the businesses and wasting resources. Dunning knew he needed to transition his team from pen and paper to a user-friendly scale management application. After researching his options thoroughly, Dunning chose Scale Management Software (SMS) from Creative Information Services.

"I looked at other scale software packages but none do it as well as SMS," says Dunning. "I like the interface because it makes creating and dispatching a ticket easy. You enter the truck ID, customer ID, material, and you have all you need. SMS has the best flow from starting the ticket to printing it."

Solution Overview

Before purchasing SMS, the team at CIS conducted a needs analysis to better understand Dunning's business and work flow. Dunning completed a questionnaire and discussed the scale management application extensively with CIS. After the needs analysis, Dunning understood exactly how SMS would improve his business.

SMS processes and stores ticket information quickly and efficiently. The powerful reporting in SMS tracks and manages products going over the scale. It stores customer, material and truck information, prints a ticket or



AT A GLANCE:

Customer: Dunning Sand & Gravel

Locations: Farmington, CT

Industry: Sand and Gravel—Landscape

Business Challenge: Implement a cost-effective, easy-to-use process to weigh a delivery truck's materials and invoice customers through QuickBooks

Solution: Scale Management Software (SMS) Turbo from Creative Information Systems (CIS) and QuickBooks

Results: Together, SMS Turbo and QuickBooks allow Dunning Sand & Gravel to:

- * Increase the number of tickets created daily by 50 percent
- * Increase the number of customer tickets from 80 to 100 to around 200
- * Reduce the time to create a ticket from minutes to 10 seconds
- * Boost revenue
- * Allocate resources once needed to write invoices to other accounting and administrative roles
- * Decrease physical storage requirements by storing tickets and invoices electronically

For more information, visit:
[Creative Information Systems, Inc.](http://www.creativeinfo.net)
<http://www.creativeinfo.net>

QuickBooks
<http://www.QuickBooks.com>

bill of lading with all the necessary calculations and prints a ticket log. Business owners can set special material prices for customers pertaining to specific orders or jobs.

Most importantly, SMS integrates with QuickBooks, which is an essential application at Dunning Sand &

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Ben Dunning, President
Dunning Sand & Gravel

Gravel. The ticket data is linked to a QuickBooks accounts receivable, accounts payable, the general ledger, items codes and inventory.

Business Benefits—Return on Investment

When Dunning Sand & Gravel transitioned from a manual ticketing and invoicing system to SMS the company began realizing efficiencies immediately from the new electronic system.

“We can handle 200 tickets a day with SMS, and we don’t need a second person to do the invoicing,” says Dunning. “All the information moves to QuickBooks. We send the invoices to the printer, put them in envelopes, add stamps and we’re done.”

Ticketing and invoicing time has dropped 50 percent since Dunning Sand & Gravel began using SMS. Ticketing time alone can be done in seconds. “If a truck pulls up, I can get the light weight in 10 seconds,” he says.

The improved ticketing process with SMS means Dunning Sand & Gravel can move customers through the scale much more quickly—which means more revenue for the company.

“SMS has helped increase our sales,” says Dunning. “We can handle 50 percent more tickets on some days than we could in the past. We can work on three tickets at one time.”

Invoicing customers has been completely overhauled. The person who had been responsible for writing invoices all day, every day, can now complete that process once every two weeks with a click of a few buttons. “To set up invoicing in SMS, the user chooses from a list of customers and date range in the billing module. We send all the data to QuickBooks for billing,” says Dunning.

The company is saving physical storage space too. The paperwork has decreased significantly since moving to SMS. Dunning expects it will continue to shrink now that SMS supports digital signature capture.

“From a data storage standpoint, paper tickets take up a lot of space. Digitally you can store backup copies for 8 to 10 years and need much less space.”

Dunning has a long history—more than 10 years—of working with CIS. When he first installed SMS, it took about a week to get up and running on the electronic system. More recent upgrades to a different operating system or the new version SMS Turbo have been seamless. “When we moved to the Windows-based SMS Turbo, it took less than a day to upgrade. It’s pretty flawless.”

Dunning’s experience with CIS has given him enormous confidence in the company and the software it develops. That confidence, though, doesn’t keep him from comparison shopping. When he attends tradeshow or discovers a new release of competitive scale management software, he checks it out.

“I’ve never found anything as good as what CIS has.” CIS’ dedication to constantly enhancing its software and the company’s emphasis on customer service and support keeps SMS in the driver’s seat, and at the scale, at Dunning Sand & Gravel.