



BUSINESS PROCESS AUTOMATION SUCCESS STORY

# ROAD TOLL RECONCILIATION

The Schneider Downs Business Process Automation team developed an automated solution for a trucking client spending a large amount of time analyzing their monthly toll road bills to correct overbilling errors.

## The Manual Process

The manual searching through records to identify exceptions was time intensive, mundane and left room for human error.

- The manual process for reconciling tolls required staff to review the monthly bill's detailed report to identify instances such as:
  - » A vehicle may have missed a transponder ping at one or both gates.
  - » A vehicle may have been processed with Toll-by-Plate.
  - » There may be no record of the vehicle entering or exiting the roadway.
- Vehicles with missing entry or exit locations are charged for the full length of the toll road.
- Potential errors must be cross referenced with both the toll transponder and the vehicle GPS data to determine if the charge was correct and to provide evidence for the adjustment.



## The Impact of Automation

Automation provided the ability to efficiently connect and analyze multiple data sources to solve problems. In this instance, a billing report, a database with individual vehicle details and a second database with each vehicle's GPS location history. The time and money saved with the automated solution provided an easily calculable ROI validating the implementation costs.

For more information visit [www.schneiderdowns.com/rpa](http://www.schneiderdowns.com/rpa) or contact Patrick B. Armknecht CPA, CITP at [parmknecht@schneiderdowns.com](mailto:parmknecht@schneiderdowns.com).

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