

The Customer  
*Advantage*



# AMERICAN ICE COMPANY



## SAVING TIME!

*"The Route Manager software has helped eliminate at least 40 hours of paperwork each week. The system also keeps track of customer orders and payments due, yet another time saver."*



## COMPANY PROFILE

### INDUSTRY:

Ice Delivery  
Ice Manufacturing

### LOCATION:

Tucson, AZ

### SYSTEM:

Route Manager Series 7

### CUSTOMER SINCE:

2015

Charged with helping their customers, "Keep it Cool in the Tucson Heat," American Ice Co. needed a route management system that wouldn't melt under pressure. Eager to help streamline deliveries for their drivers while keeping their stops well-mapped, the company turned to Advantage Route Systems for an upgrade to its invoice and route planning operations.

### MAKING THE CHANGE

Prior to teaming up with ARS, American Ice Co operated in the absence of a formal route system while utilizing Excel for office functions. While their focus on customer service remained intact, company executives recognized there was a large amount of clerical work that could be eliminated from the work day. Drivers would try to focus on making quality deliveries as well as fill out tedious paperwork. Costly errors were made often and drivers would get "off-track" regarding stops. "Now with the use of ARS' Mango Mobile, our drivers are more efficient. Invoices don't have to be hand written and their delivery routes are already planned out," says owner Eric Jackson. As a result, American Ice orders are delivered quicker. The company is experiencing a significant increase in deliveries while at the same enjoying the decreased time spent doing tedious office paperwork.

### IMPROVED OFFICE EFFICIENCY

As a result of switching over to the RMA software, American Ice has seen a reduction in the hours spent on administrative work, resulting in a winning and profitable position for American Ice. "The Route Manager software has helped eliminate at least 40 hours of paperwork each week. The system also keeps track of customer orders and payments due, yet another time saver. Plus stamps, envelopes and invoices no longer have to be purchased, printed, or sent," says Jackson. "Route Manager is the biggest time and money saving contribution we could have invested in."

### NOT LOOKING BACK

Following a short training and learning period, Jackson said the company office staff and drivers are now handling the system smoothly. In retrospect, Jackson said the experience has given him a better understanding of the challenges his drivers face and has resulted in more efficient communication between the office and those out serving customers. The decision to add ARS technology to its dedicated team means American Ice Co. customers are guaranteed a cool experience.

**We do it all for you. Call 888.294.7688 to schedule a demo or visit [www.AdvantageRoute.com](http://www.AdvantageRoute.com)**

### WHO IS ARS?

Advantage Route Systems of Turlock, CA, USA is a global distributor of route-automation solutions. Since 1994, ARS has been the leader in route accounting, handhelds, GPS and other applied technologies for bottled water, water treatment, ice, propane, oil recycling, coffee, and many more industries. With an installed base of over 6,000 routes in 45 countries, ARS consistently brings quality products to the market for progressive companies. Our 24x7 world-wide customer service center is second to none.