

# Reconciling Tickets for the Accounting Department of a Commuter Rail Company

## Reconciling Commuter Fare Ticket Data

A well-known commuter rail company was looking to support their accounting department with both data entry and reconciliation functions.

### Quickly Processing Thousands of Tickets

Tickets from commuters provided valuable information that allowed their accounting department to gain visibility to cross reference invoices. The challenge that they were facing was due to thousands of commuters riding the rails every week making this task too difficult to manage in-house.

This data was needed sooner than later putting pressure on both speed and accuracy. ARDEM was tasked with receiving the tickets that were punched out by the conductors, extracting the data from these tickets, and reconciling the numbers.

Once a passenger provides their ticket, the conductor will take the ticket and punch out a receipt ticket that provides information regarding a commuter's trip. For commuters who did not purchase a ticket, they either had to purchase one on the train with an additional fee or were mailed a bill for the ride.

### Key Benefits

- Scalability to handle large volumes
- Extensive Quality Assurance
- Faster Cycle Times

### Challenges of Invoice Processing

- ⇒ 50% of invoices are still on paper. In this case, paper commuter rail tickets were the main source document to reconcile the accounting department.
- ⇒ With thousands of commuter tickets it was imperative for a quick and effective solution to stay on track with month-to-month reconciliation.

The dollar amount totals are then compiled onto a header card against the sum noted on the tickets and is utilized to reconcile the numbers. This data would be extracted and entered into a spreadsheet utilizing different formulas to quickly determine any discrepancies within the numbers. Discrepancies required a manual intervention to determine the root cause of the discrepancies and to correct or approve any errors or exceptions.

## Streamlining for Success

The most important requirements for this task were data security, quality, and the ability to quickly process a large volume.

These documents often had a number of variables such as folded corners, printing errors, tickets that were improperly punched, or had tickets stuck to each other requiring a good amount of preparation and attention to detail.

ARDEM quality management is based on a ISO9000 foundation along with defined metrics to ensure accuracy and quality. ARDEM standardizes an extensive data security policy which addresses it at the employee, physical, and network levels. As a result, the commuter rail transportation company found a long-term partner that provided quality data at a cost-effective rate with 100% on-time delivery.



**Clients that outsource  
with ARDEM often yield an  
immediate 30% in ROI in  
the first year!**

### About ARDEM Incorporated

ARDEM Incorporated delivers success companies looking to efficiently streamline their processes and improve ROI. We implement the world's most sophisticated Technology platform combining human interaction with advance technologies to automate business processes and lower operational costs.

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