Success Story: Remmey – The Pallet Company Upgrades ERP System to Automate the Custom Fuel Surcharge Process

written by Lauri Moon | July 20, 2026

Remmey – The Pallet Company, located in Beaver Springs, PA, is a privately held pallet design and manufacturing company with approximately 114 employees. For more than 70 years, Remmey has served the region's shipping and logistics needs by producing high-quality pallets using both new lumber and recycled materials. The company remains committed to exceptional customer service and superior product quality.

Challenge: Slow Manual Calculation and Entry Process

The billing staff printed Fuel Surcharges (FSC) into spreadsheets, which were reviewed to manually calculate and apply the charges for over 1,000 invoices each month. These processes wasted an estimated 35-50 hours per month and increased the risk of human error, leading to customer disputes and delayed payments.

Solution: IMC Partnership & Project Development

To address this, Remmey invested in a fully customized ERP software enhancement to automate the calculation and application of FSC. This provided immediate operational improvements. IMC helped review testing processes, confirming installation satisfaction, and follow-up activities. IMC support also included exploration of grant opportunities and guidance through the grant qualification, application, and closeout processes.

Results and Business Impact:

Remmey, with the support of IMC was able to successfully participate in the DoE SMART-PA Technical Assistance mini-grant program to support this investment in their business. The ERP upgrade, along with related training, is projected to improve billing efficiency by up to 200%, allow staff to invest time in higher-value activities, and lay the foundation for future integration of IIoT, MRP, and automation technologies.

Testimonial:

“IMC provided timely insight, valuable support, and expert guidance throughout the SMART-PA grant and ERP enhancement project. Their assistance helped us successfully install and validate a fully customized fuel surcharge automation process that has eliminated a significant amount of manual work. We have reduced FSC-related customer disputes by more than 90%, improved the consistency and accuracy of our invoicing, and freed 35–50 hours of billing staff time each month for higher-value activities. The comprehensive training provided for our team ensured a smooth transition and rapid adoption of the new process. IMC was thorough, responsive, and supportive throughout the entire project, and we are very pleased with the results.”

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