

# TECHNOLOGY MEETS THE PACKAGED ICE INDUSTRY

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GOOD TIME ICE



*The Natural Cool*

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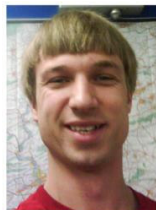
Jarrod Snyder  
Manager

## SPECIAL POINTS OF INTEREST:

- **Modern Handheld System**
- **Electronic Billing (EDI)**
- **Considered A Lot Of Systems — Chose RouteMan**
- **Easy To Learn and Use**
- **Real Time Information**
- **Support for Remote Locations**

York Ice Company, Inc. in York, PA is one of the oldest, continuously operating ice company in the United States. It was founded in 1872 and incorporated in 1905. The ice business was started to complement the ice cream business. York is no longer in the ice cream business; packaged ice is now their main product. York is now operated by the 5th and 6th generations of the founding Neuman family. “We have survived by keeping up with technology,” says Jarrod Snyder, manager at York. “We have literally gone from horse drawn wagons visiting every home in a small area, to refrigerated trucks and routing software that allows us to cover a 100 mile radius!”

York Ice had been using a computerized route accounting system since the mid 1980’s. “That system had served us well,” said Snyder. “But, we needed to



Jarrod Snyder, Manager

move to modern handheld computers and our largest customer was demanding that we furnish them with electronic billing (EDI)..

We needed to move to a new system.”

York Ice did not make a hasty decision. “We have been looking for the right system for several years,” said Jarrod. “We looked at every system available. We



Kathy Neuman & Patty Aungst  
Handle Billing For York Ice

spoke to other ice companies. We wanted to find the best overall system for our business. We first saw RouteMan at the International Packaged Ice Association (IPIA) convention in 2005. In late 2009, we decided that RouteMan was the best choice for us.” York was looking for a system that would meet their objectives but was simple enough to be used by drivers and other staff. York Ice chose RouteMan from Keet Consulting Services. “We also were able to establish a good rapport with the KCS personnel and felt very comfortable with their ability to meet our needs,” said Jarrod. “Each year, we budget money for capital improvements. Even though 2009 was not the best year for the packaged ice business, we

were able to make the purchase.

“We really like the way we get a timestamp on each of our invoices,” said Jarrod. “We can keep up with how our drivers run their routes and make sure that they are running them in the most efficient manner. That is not possible with paper tickets. Also, I like being able to get real-time information from RouteMan, even at our remote locations. With our other system, the information at the remote site was always out of date. With RouteMan, when a driver sync’s his handheld, I am able to see his data immediately even from my remote site.

York Ice converted to RouteMan in March of 2010 and have been using the system through the summer. They have seen a significant decrease in math errors on invoices using handhelds. They are now billing one of their largest customers electronically. “We have met our objectives,” said Jarrod Snyder.

For more information on RouteMan, please contact Keet Consulting at (205) 620-9843, or visit their website at:

[www.kcsgis.com](http://www.kcsgis.com)

