



## Product Summary

# C3 HUB

DOCK SCHEDULING &  
YARD MANAGEMENT

C3 SOLUTIONS

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# C3 HUB

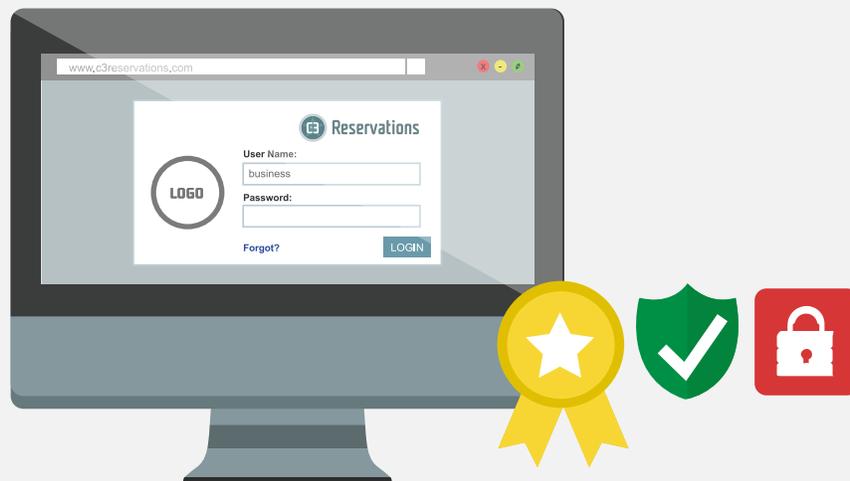
Yard Management &  
Dock Scheduling within a  
single hub.

## A dedicated software-as-a-service solution

C3 Hub is central platform that enables the C3's yard management and dock scheduling solutions to come to life.

C3 Hub is hosted in a secure, high-availability data centre. The data centre is certified with the highest available standards for measuring and improving data center operations and management: CICA 5970 and SSAE Type II audits.

C3 Hub is accessed by all users via a web browser and mobile applications. It is a single tenant system meaning your data is not shared with other C3 customers.



We are pleased to provide additional information for C3 Solution's dock scheduling and yard management solutions.

If you wish to subscribe to C3 Reservation and / or C3 Yard, a final proposal will be prepared and will include the order form, the terms of use agreement, the detailed service level agreement and final pricing.

## Cloud-based - Working For you 24/7



### C3 RESERVATIONS Dock Scheduling

C3 Reservations is a web-based dock appointment scheduling solution that allows distribution center operators to optimize inbound and outbound traffic. C3 Reservations' powerful features will improve your dock productivity, expand visibility of your scheduled appointments and improve relations with your vendors and carriers.

- ✓ Build a flexible plan that reflects the needs of your business.
- ✓ Allow carriers and vendors to request appointments using a self-serve web portal.
- ✓ Ensure that all appointments respect your operation's constraints and business rules.
- ✓ Automate communication to all parties involved with your schedule.
- ✓ Measure your vendors' compliance to your merchandising policies.
- ✓ Smooth out peak periods and better manage labour requirements.
- ✓ Measure the performance of your carriers, vendors and your internal operation.



### C3 YARD Yard Management

C3 Yard is a web-based YMS that allows operations to optimize their yard moves and improve the processes at the gate and docks. C3 Yard's powerful features will improve your productivity, expand visibility of your assets and is to be the cornerstone of a successful drop & hook program.

- ✓ Design the optimal business process that reflects your business needs.
- ✓ Optimized gate-in and arrival with a simple check-in screen, populated or not with pre-arrival information.
- ✓ Manage and optimize yard space with single and multi-site yard views.
- ✓ Provide managers a dock control screen for execution and visibility.
- ✓ Optimize the yard driver utilization with rules that will communicate prioritized tasks.
- ✓ Track trailer inventory.
- ✓ Automate communication between all users.
- ✓ Measure the performance with KPIs.

# C3 RESERVATIONS OVERVIEW

C3 Reservations addresses the challenges of dock appointment scheduling with intelligent planning, automated scheduling, real-time communication and productive reporting.

Whether you're a seasoned scheduler or just now realizing that your warehouse can no longer operate on a 'first come, first serve' basis, C3 Reservations will bring your dock operations to a higher level of productivity.

## How does C3 Reservations achieve this?



### PLAN

Planning is C3 Reservations' specialty. You can build a plan for each warehouse that will dictate who can deliver which product, at which facility and in what time period. This ensures that your carriers and vendors respect your priorities and limitations when they request their appointments.

Time	Carrier	Product	Units
06:00 AM	294666 Delivery Conway Campbell's	10000156 10000154	102 Units 3035 Pallets
07:00 AM	294666 Delivery US Best The Chocolate...	10000172 10000170 10000168	210 Units 5175 Pallets
08:00 AM	294666 Delivery Conway Campbell's	10000222 10000220 10000218	65 Units 3180 Pallets
09:00 AM	294666 Delivery Conway Basic Products	10000222 10000220 10000218	208 Units 3070 Pallets
10:00 AM	294666 Delivery Transforce	10000222 10000220	104 Units 14100 Pallets



### SCHEDULE

C3 Reservations' self-serve portal ensures that your carriers and vendors have 24/7 access to real-time availability at each of your facilities. Instead of a first-come, first-serve concept, they are now restricted to the plan that you've established. You'll receive what you need, when you need it - automatically. Any exceptions are channelled into a task list ensuring you never miss anything.

**De Delivery**

WHAT

WHERE

WHEN

February 2015

Manifest X

Select Requested Date and Time

SHOW EARLIER TIME

- 06:00 AM Limited
- 07:45 AM Limited
- 08:00 AM Available
- 08:15 AM Available
- 08:30 AM Available
- 08:45 AM Available
- 09:00 AM Available
- 09:15 AM Available
- 09:30 AM Available
- 09:45 AM Available



## COMMUNICATE

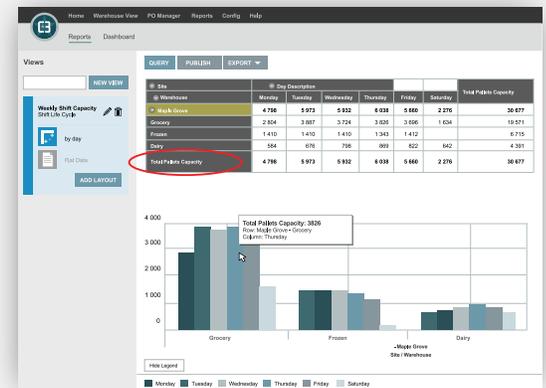
While C3 Reservations' self-serve portal eliminates all of the phone calls, emails and faxes involved with building a schedule, you still need to know that all parties are receiving the information they need.

C3 Reservations allows you to broadcast information to the relevant parties as events occur either as system-to-system integration or automated emails. In addition, carriers or vendors can attach electronic documents (such as packing slips or bill of ladings) to each appointment. Anyone involved in the appointment process can now view the status and relevant details pertaining to the appointment at any time.



## MEASURE

You can't improve something you can't measure; this is why C3 Reservations provides you with a wealth of information to monitor your operation. Operational and highly configurable reports ensure that you have all of the information required to manage your day-to-day operation.



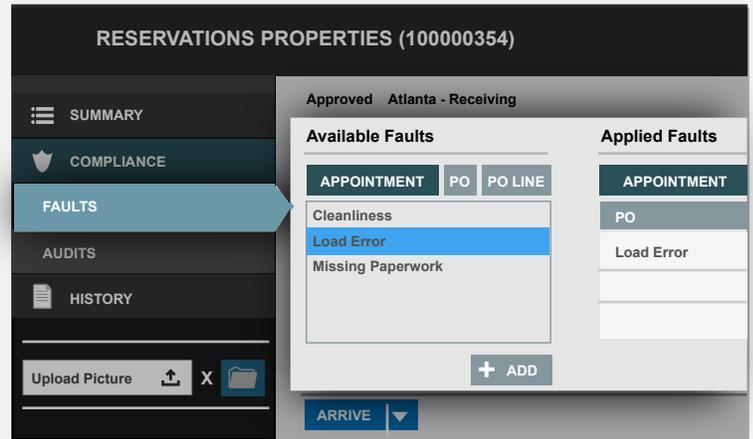
C3 Reservations was the only product that was able to meet our strenuous requirements. We knew that we needed an advanced appointment scheduling system we just didn't believe there was one out there.

# QUALITY ASSURANCE

For companies who are not satisfied with simply measuring on-time deliveries and relevant KPI's related to appointments scheduling, C3 Reservations permits the dock manager to capture faults configured to match the merchandising policy.

The **Fault Auditing** system page will catalogue your customizable faults by importance (severity) and has the ability to measure them on three levels:

- Appointments
- Purchase Orders
- Call off orders (by line item)



The **audit templates** allow the client to set up a disciplined audit of loads in accordance with their business requirements.

For **chargebacks**, a dollar value may be assigned per fault, be it fixed or variable including a minimum and a maximum value setting.

### LI 100000354 - Receiving Audit

40 pallets 160 cases 28,500 lbs Site & Warehouse Chicago - Warehouse 1 Supplier Associated Suppliers

Questions

1. Was there any product damage?	<input type="button" value="Yes"/>	<input type="button" value="No"/>
2. Were the pallets shrink-wrapped according to our standards?	<input type="button" value="Yes"/>	<input type="button" value="No"/>
3. Is the paperwork complete and legible?	<input type="button" value="Yes"/>	<input type="button" value="No"/>
4. Is the ID tag located on the top right of the pallet?	<input type="button" value="Yes"/>	<input type="button" value="No"/>
5. Insert your picture	<input type="button" value="Upload"/>	<input type="button" value="JPG"/>
6. What is your name	<input type="text"/>	

I hereby certify that this audit is complete

# C3 YARD OVERVIEW

C3 Yard provides the ability to automate your yard operations. It will manage your gates, provide visibility on trailers and shipments and will dramatically increase the productivity of your yard drivers and dock workers.

## YARD VIEW

The yard view screen is a real-time dynamic screen which provides a visual representation of the yard. This screen represents an accurate physical depiction of the yard operation and allows users to see in real time as trailers are moved to/from locations in the yard.

The screen will update to show the trailer's real location and other information such as loaded/unloaded, PO number, etc.

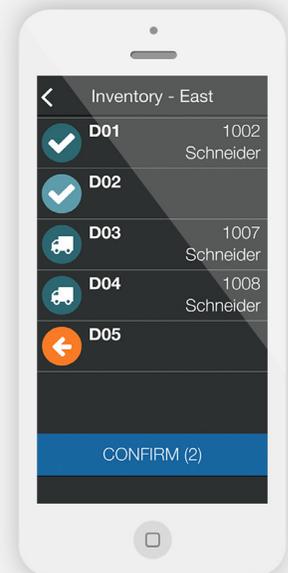
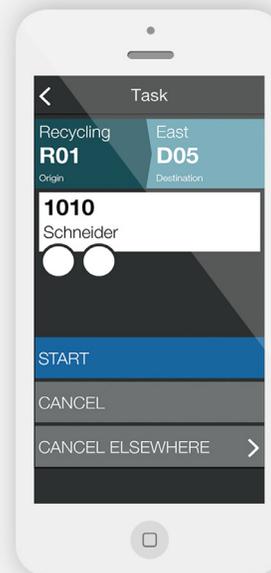
The colour coding for trailer profiles, trailer status (e.g. loaded, empty, etc.), trailer load status and numerous other attributes are configurable for each customer.



## YARD DRIVER MOBILE DEVICE

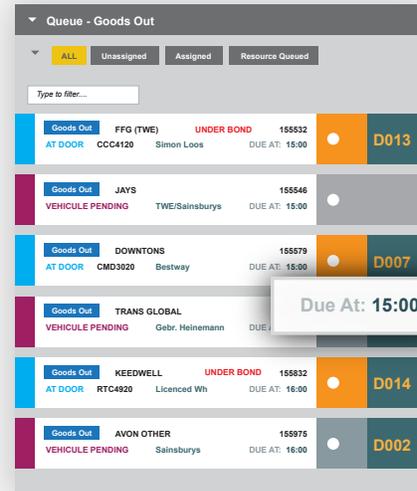
Yard drivers can get rid of their radios and note pads. With C3 Yard, they receive clear instructions via a mobile application that they use to track their execution; keeping the yard inventory up-to-date in real time. Using business rules and priority levels set up by yard controllers, C3 Yard constantly analyzes the pool of work in order to assign drivers the most optimal tasks.

- A concise, user-friendly task execution screen.
- The ability to initiate yard inventory checks either by driver or by the yard controller.
- Visibility on the yard driver's task execution, pauses/breaks and availability.



## DOCK CONTROL

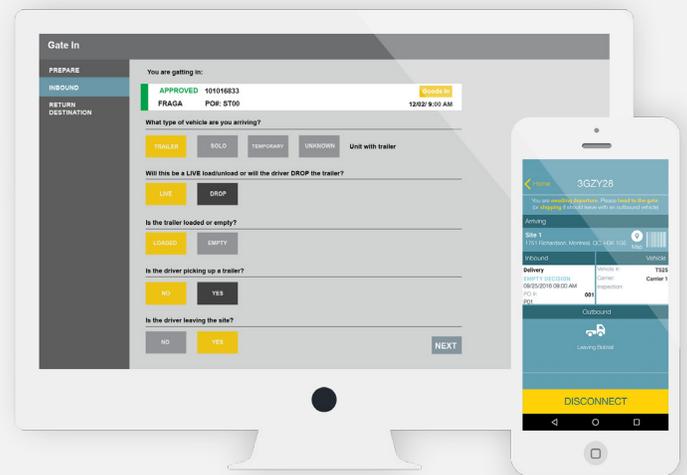
The dock control interface is the main screen used to supervise the dock doors, yard parking areas and the gate. The dock controller is also the main execution screen used by operations to assign yard driver moves. The dock control view is updated in real-time so that, as trailers are moved to/from locations in the yard, the screen will change to show their real location and other pertinent information. Also, the colour coding for trailer profiles, trailer status (e.g. loaded, empty etc.), trailer load types and numerous other attributes are configurable by the client.



## GATE CONTROL

A major benefit of implementing C3 Yard is to improve the gate operations by replacing the typical spreadsheets, manual logs and phone calls by a simplified, streamlined system process involving pre-arrival visibility, gate pass printing and intelligent trailer putaway functions.

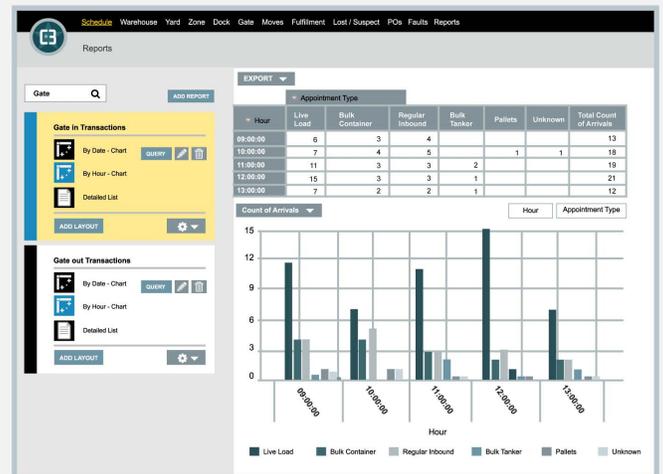
The system can work in collaboration with the appointment schedule (C3 Reservations), an independent feed (i.e. TMS) or without any pre-arrival information.



## REPORTS

C3 Yard provides you a wealth of information to monitor your operations and a reporting tool that is highly configurable, including pivot tables, bar charts and the option to export to Excel, CSV or PDF.

- Trailer history
- Trailer list, status, time in yard
- Yard driver activity history
- Gate activity history
- Dock door usage



“We could not provide the level of service that our reputation is built on without a first rate yard management system. C3 Yard delivers the goods.”

# C3 HUB COMMON FEATURES

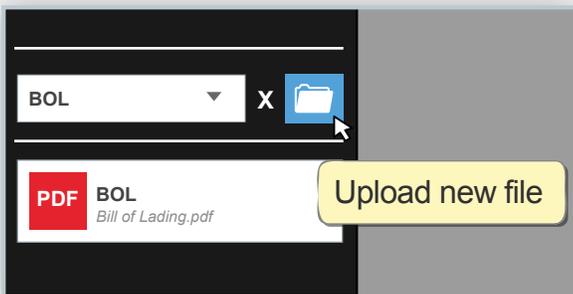
The C3 Reservations and C3 Yard platform share the following features:

## MOBILE APPLICATION

Using the C3 Hub application, warehouse and yard personnel can easily capture time stamps related to arrival, on dock and departure times. Yard drivers can also get rid of their radios and note pads. With the C3 app, they receive clear instructions on a mobile touch-screen device.

C3's mobile application is available on iOS and Android OS.

iOS



## ELECTRONIC FILE ATTACHMENTS

C3 supports electronic documents to be associated with an appointment (i.e. packing slip, bill of lading, load integrity pictures, etc). Furthermore, security restrictions can be applied to these documents so that only authorized parties can view them. Electronic documents can include any variety of files such as Adobe PDF, jpeg, Microsoft Excel, Word, etc.

Electronic documents reside with the appointment even after the merchandise has been received, so documents such as proof of delivery can be associated to the appointment and viewed by all parties with the sufficient security level.

## DATA INTEGRATION

There are many practical reasons why clients wish their information systems (ERP, WMS, TMS, etc.) electronically exchange data with C3 Reservations and C3 Yard, labour savings being at the forefront.

The client's purchase order and inbound deliveries information can be integrated into C3 (referred to as inbound data integration), just as data can also be electronically sent to the client's information systems (referred to as outbound data integration).

The client may elect for inbound integration, outbound integration, or both.

C3 supports the following methods of data integration:

- Web Services
- XML file transfers to SFTP
- Flat file transfer to SFTP



# C3 HUB IT. FACT SHEET

The C3 Hub platform is a hosted solution that is accessed over the internet, for which each client has a unique URL.

Your IT department will not need to purchase any specialized hardware or software and they will not need to administer a new system.

You will access the portal via a standard web browser or via our mobile application.

## SECURITY

The C3 system is hosted in a 3rd party and off-site location that is certified SSAE 16 Type II (formerly SAS70). All data is backed up daily and stored off-site. Any information transmitted over-the-wire is encrypted with 256-bit SSL.

## SUPPORT

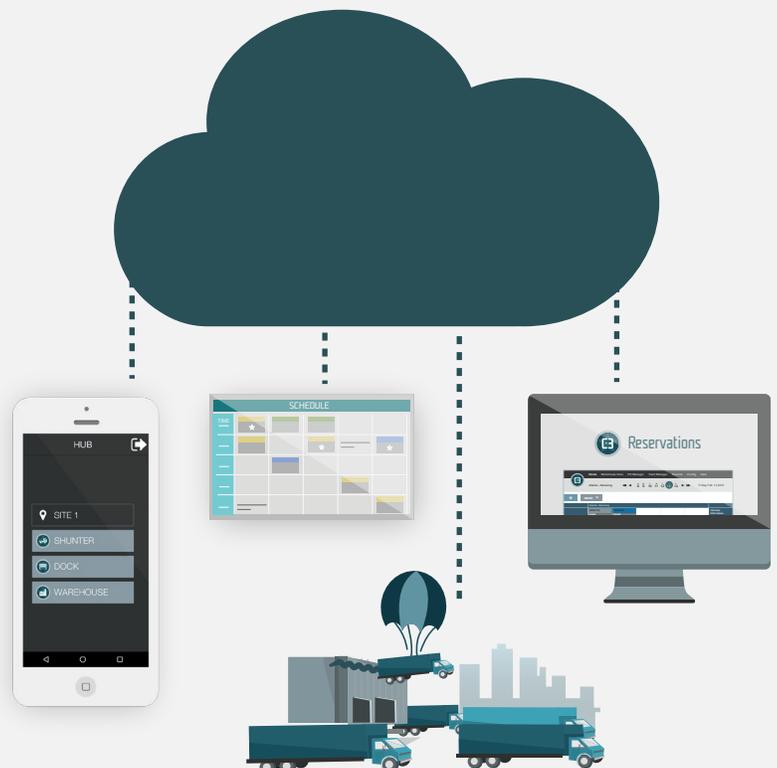
C3 Solutions prides itself in providing excellent and personalized support services. C3 offers emergency support 24/7, 365 days per year. Support tickets can be reported to C3 via a toll-free number or via our online issue tracking system.

We guarantee a monthly uptime percentage up to 99.9% (depending on your C3 service program).

Additional information about our service program levels can be found in the **C3 Service Program Levels** section below.

## MINIMUM REQUIREMENTS

C3 can be used from any browser supporting Flash Player version 13 and above.



# C3 RESERVATIONS R.O.I. CONSIDERATIONS

## BENEFITS SPECIFIC TO C3'S DOCK SCHEDULING SOLUTION

The principal reasons companies wish to upgrade their system is usually attributed to a significant volume of phone calls, emails, accentuated by duplicate data entry into various systems (including ERP, WMS, TMS, spreadsheets and home-made databases). Other reasons can be attributable to the complexity of their business operation, multiplicity of languages and security issues.

We recommend you consult the **ROI Calculator** found on **C3 Solutions' website** for a quick evaluation on the true cost of your current dock scheduling process/system.

### Labour savings

- Eliminate 90% of emails and phone calls sent to the schedulers related to appointments.
- Eliminate 100% of phone calls and emails from internal customers (buyers, sales, CSRs).
- Eliminate 100% of the time spent compiling reports.
- Eliminate duplicate data entry into multiple information systems by integrating data with the scheduling system.

### Operational Savings

- Reduce detention fees paid due to drivers waiting or due to forgotten trailers sitting in the yard.
- Reduce overtime labour due to poor planning.
- Track, report and apply fines relating to non-conformance issues.

### Productivity Gains

- Utilize historical and predictive data to increase productivity with real-time reporting.
- Improve visibility and communication with supply chain partners, contributing to you becoming a carrier friendly site.
- Increase visibility on incoming appointments allowing for efficient planning of resources and faster turnaround times on docks.
- Make supply chain partners more accountable by measuring faults and the timeliness of shipments.



We had several key criteria during our evaluation, the product needed to be easy to use for both our staff and our carriers and it needed to be easy to implement since we had limited IT resources at our disposal. With our implementation of C3's dock scheduling system, we have improved our goods receiving efficiency by 50%.

# C3 YARD R.O.I. CONSIDERATIONS

## BENEFITS SPECIFIC TO C3'S YARD MANAGEMENT SOLUTION

The principal reasons companies wish to implement a YMS is to obtain visibility on trailers in yard, prioritize yard moves and optimize dock door utilization.

When using C3 Yard, here's what you should expect:

- 25% reduction in yard tractors
- 30% increase in dock productivity
- 90% reduction in detention fees
- 25% increase in driver productivity
- 15% reduction in fleet trailers
- Inventory optimization
- Improved service levels



# C3 SERVICE PROGRAM LEVELS

CUSTOMER LEVEL					
SERVICE PROGRAM	★ BRONZE	★★ SILVER	★★★ GOLD	★★★★ PLATINUM	DESCRIPTION*
SUPPORT HOURS	24/7	24/7	24/7	24/7	All C3 customers benefit from 24/7 support.
MONTHLY UPTIME PERCENTAGE	99.0%	99.0%	99.5%	99.9%	C3 guarantees up to 99.9% of uptime.
TEST ENVIRONMENTS	0	1	1	2	Our customers can benefit from private test environments to support their testing and training processes.
PREVIEW TIME WINDOW	N/A	1 Month	3 Months	3 Months	Our customers can take up to 3 months for the testing and installation in production of C3's latest version.
NO FORCED UPGRADE PERIOD	N/A	1 Month	6 Months	3 Years	Our customers have the option to keep a version of C3 running in production for up to 3 years.
CUSTOMER MAINTENANCE WINDOW	No	No	Yes	Yes	Our Gold and Platinum customers are entitled to select their personalized C3 maintenance time window.
VISIBILITY ON INFRASTRUCTURE CHANGES	No	No	Yes	Yes	Our Gold and Platinum customers will be notified prior to major infrastructure and technological changes.
CUSTOMER'S SECURITY AUDIT PROCESS	No	No	Yes	Yes	C3 will only comply with an information security assessment process from Gold and Platinum customers.

\* The above table provides an overview of the main advantages of C3's service programs. Please consult C3 Hub's standard current Terms of Use for complete terms and conditions.

# C3 HUB OUR IMPLEMENTATION APPROACH

Our Project Team is composed of business specialists who are experts in yard management, dock scheduling and site/warehouse operations. Our business specialists have been dedicated to Yard Management and Dock Scheduling for many years, have visited numerous warehouses and yards and have successfully helped our customers optimize their operations. Our entire implementation process is focused on customizing & adapting the use of C3 Reservations and C3 Yard based on the customer's context, needs and requirements.

Our applications are highly configurable and should reflect our customers' specific processes and requirements. In order to leverage this strength, our implementation team are very attentive to processes and business rules, specific to every customer's context.

To ensure a successful implementation, we use our agile methodology called C3 Hub Agile Management Process (CHAMP). It is an iterative and incremental method of managing our projects in a highly flexible and interactive manner. Our implementation process follows a series of sprints, which contain a number of well defined and documented activities that allow the project to move forward in a productive manner.

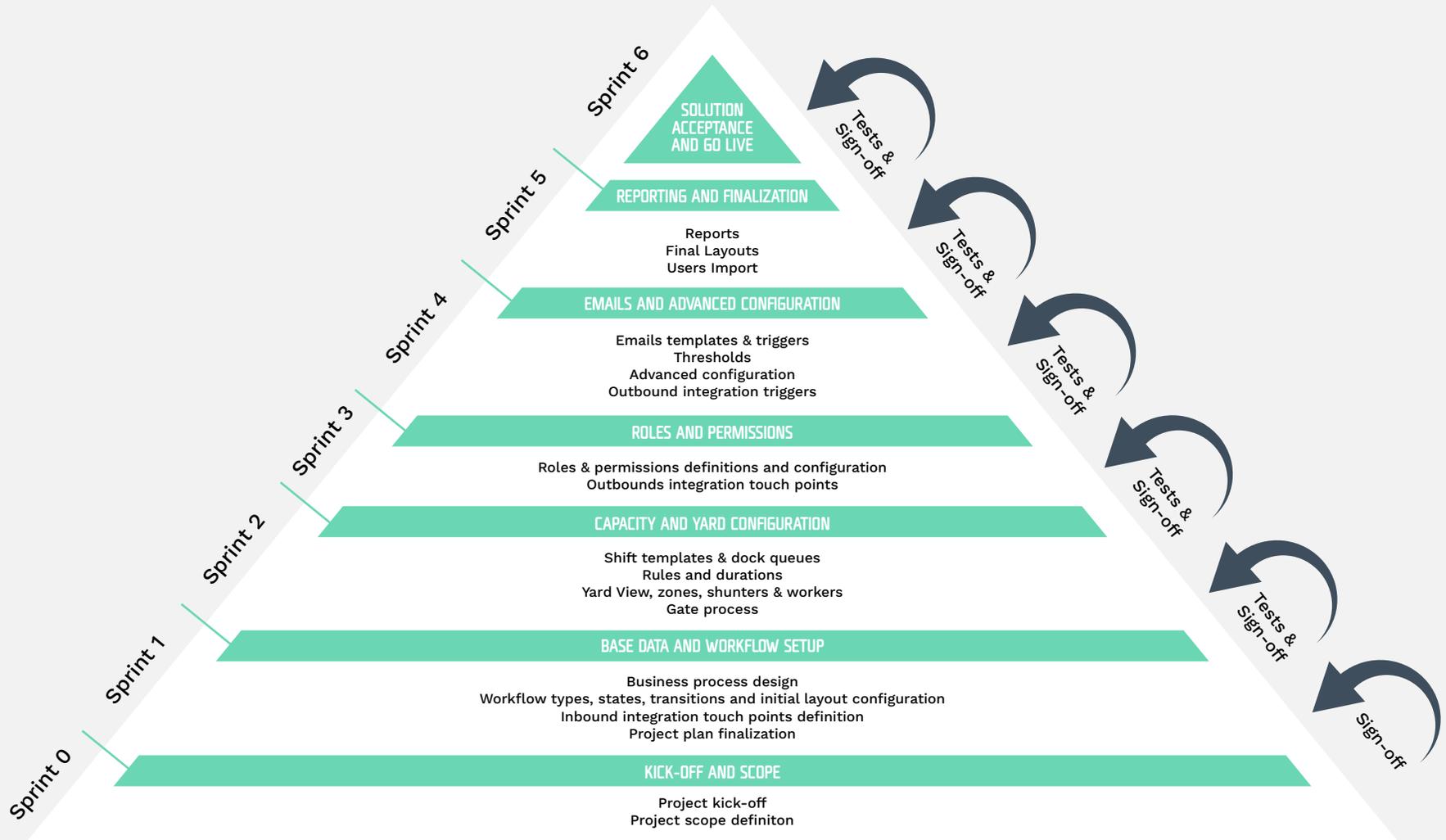
A few pointers...

- ✓ A typical implementation project has seven sprints .
- ✓ The number of sessions will vary based on the options chosen for your C3 environment.
- ✓ The sprints do not have a fixed duration, they can range from minutes to days depending on the complexity of the project .
- ✓ Regardless of the complexity, the sprints will contain the same objectives and activities .
- ✓ Only when all objectives of a sprint are completed can the project move on to another sprint .
- ✓ As much as the duration of the sprints are not known as a project starts, it is one of the objectives of the first sprint to establish an estimated duration of the project and subsequently create a time related project plan.



We all found the C3 Solutions' team extremely knowledgeable, not only about their product, but about the whole business area in which we work. We were impressed with their work, both its quality and quantity, their enthusiasm for the project and the level of commitment and support over the implementation period.

# C3 IMPLEMENTATION METHODOLOGY





WE ARE PASSIONATE!  
WE KNOW WHAT WE ARE GOOD AT AND  
WE STICK TO IT.

We are dedicated to developing, implementing and supporting the most complete yard management and dock scheduling solutions on the market today.

C3's unique products allow customers to maximize the usage of their trailers, dock doors, dedicated yard staff and physical yard space. Since its founding in 2000, C3 has gained the confidence of clients around the world and across many industries including retail, grocery, distribution, manufacturing and parcel post.

## OUR WORLDWIDE PRESENCE

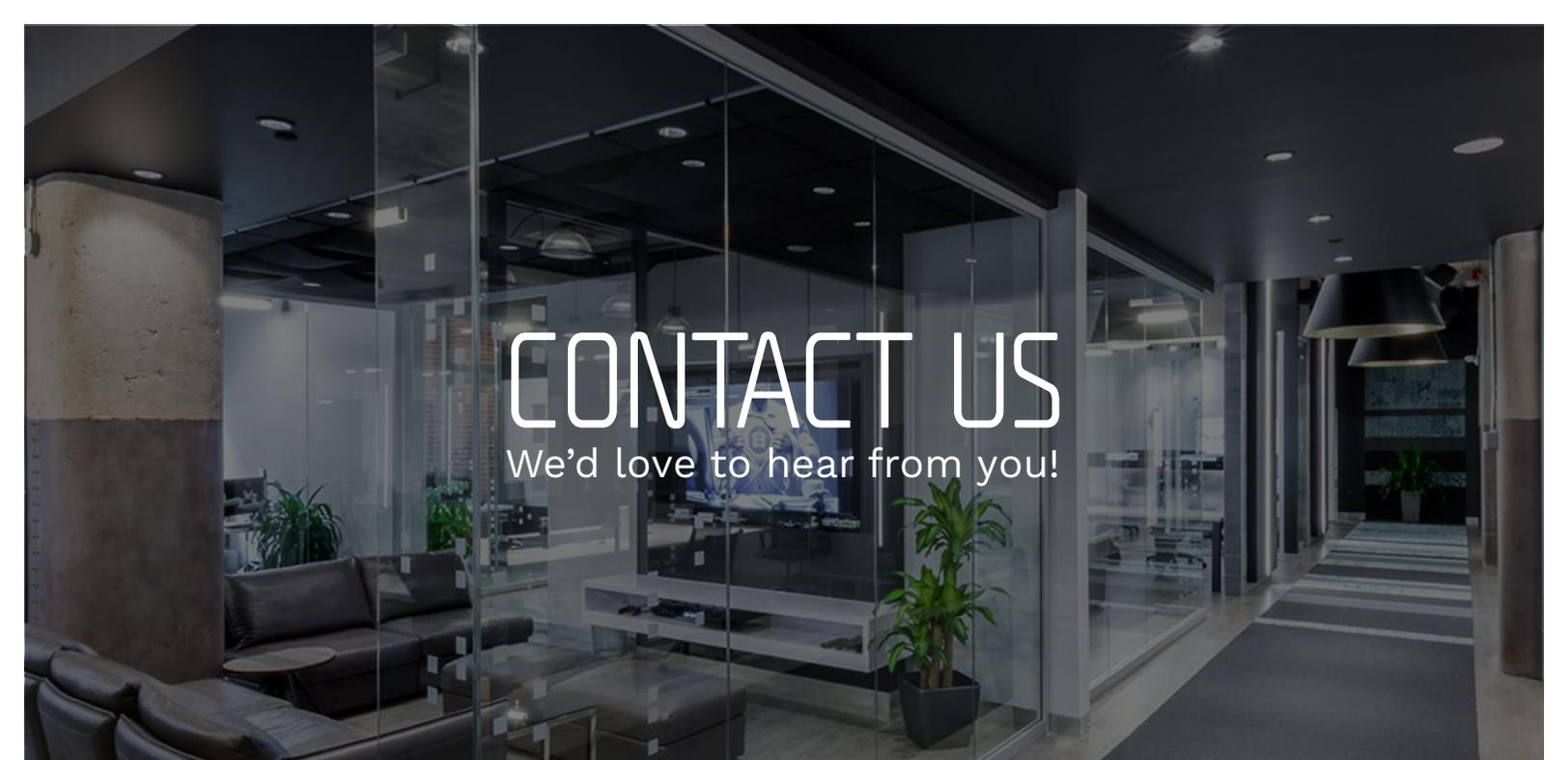
More than 500 sites around the world are already using C3 Solutions' Dock Scheduling and Yard Management solutions.

## THE C3 WAY

Our customers select us due to our expertise and dedication in the areas of yard management and dock scheduling.

We continuously strive to improve our solutions and pride ourselves in listening to our customers, educating ourselves on industry trends and staying abreast of the latest technology.

Since our founding in the year 2000, we've gained recognition as an established industry leader; all the while remaining dynamic and responsive to our customers' needs.



# CONTACT US

We'd love to hear from you!

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## VISIT OUR WEBSITE

[c3solutions.com](http://c3solutions.com)