



C3 Solutions



Case Study

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GOOGLE SHEETS AND OUTLOOK CALENDAR DOESN'T CUT IT FOR THIS CONSUMER GOODS MANUFACTURER

This Colorado based consumer goods manufacturer grew their sales rapidly. Consequently, their distribution center's inbound operations grew from a single shift to three. Manually tracking loads and coordinating the information across the receiving, shipping and transportation teams became incessantly more complicated.

THE CHALLENGE

As is not uncommon, they tried to manage appointments in Google sheets and later with an Outlook shared calendar. Internally, this permitted the various parties across shifts a certain visibility on all the loads. Arguably managing 20 loads a day could be done using these basic tools; however it was lacking in the following ways:

- No traceability on arrival and departure times, therefore impossible to make the carriers accountable for late arrivals
- Since they were still using phone calls to book appointments, arguments and surprises arose regularly between the warehouse and carriers.
- Although their appointment volumes were relatively modest, the process was labor intensive and they were particularly concerned about the limits of this process as their business volumes continued to grow.

THE RESULTS

In selecting C3 Reservations, they were able to provide visibility on the appointment and dock operations to an unlimited number of users in their company. In under 20 minutes, they trained their carriers to use the external portal to book appointments based on the rules and constraints established by the warehouse. Suddenly, the surprises disappeared, key staff were freed from the tedious scheduling tasks and carriers were pleased to use the simplified process.

The client obtained an added benefit because the dock scheduling system helped them obtain a tier 1 certification for C-TPAT and will continue to assist them in attaining further certifications. In addition to its planning and scheduling strengths, the reporting, communication, fault and auditing features provide excellent visibility that ensures a tighter control and better risk management.

- ✓ The system provides visibility and communication across departments (transportation, warehouse, purchasing).
- ✓ Carriers appreciate the simplicity and efficiency of the system, in addition to eliminating any confusion about the appointment times.
- ✓ A rigorous scheduling process combined with reporting, fault management and auditing features helps to obtain C-TPAT certification.

“We are able to say that we saved 30 labor hours per week attributable to fewer phone calls and emails. It simply eliminates all that wasted time.”

Inbound and Inventory Manager

If your warehouse uses Google sheets or Outlook shared calendars, this consumer goods manufacturer would recommend evaluating your business process because, as they discovered, these 'free' tools can be very expensive for your operations.