



C3 Solutions



## Case Study

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# SYNCHRONIZING DOCK OPERATIONS WITH PURCHASING

This UK grocer manages 12 distribution centers serving over 2,800 stores. After a rigorous RFP process, C3 Reservations was selected based on its broad range of features, integration capabilities with the WMS and its extensive reporting features.

## THE CHALLENGE

This grocer managed its 10,000 appointment requests per month spread over 12 DCs, from a centralized bookings desk with a combination of paper forms and data entry into its WMS system. The challenges were numerous but the main concerns can be summarized as:

- ★ Managing a call centre that received hundreds of calls per day from suppliers requesting appointments.
- ★ Maintaining a manual (paper binder) schedule for each warehouse. Several appointment clerks shared each binder.
- ★ Time consuming data entry of each appointment into the WMS system.
- ★ Inability to predict unload times and overall appointment capacity.
- ★ Buyers were not able to get updates on PO delivery status and subsequently purchased more products than required.

## THE RESULTS

- ✓ **Via integration**, C3 Reservations receives PO information from the WMS in order to speed up the completion of the appointment request. Likewise, once confirmed, the appointment times are then sent back to the WMS, liberating the staff from having to enter the data manually.
- ✓ **Suppliers and carriers request appointments online.** The portal being available 24/7, these supply chain partners no longer need to call into the appointment desk, their appointments are confirmed automatically, and all communications are automated between the portals or via system generated email confirmations.
- ✓ **DC screens are updated in real-time** as changes arise and receivers are able to track arrival times (and no shows), add comments and compliance information right in the appointment screen.

This is another great example of how C3 Reservations positively affects areas of the grocery business that go beyond the initial project objectives, including enhanced relationships with the supply chain partners due to a faster and more precise process.