INBOUND AND OUTBOUND SCHEDULING FOR A HIGH-VOLUME RETAILER

With tens of thousands of outbound orders and an average of 100 truckloads every day, this electronics retailer needed a solution that would keep track of both inbound loads and outbound trucks to ensure 100 percent of deliveries are made on time.

With C3 Reservations nothing gets overlooked.

Since the company was using C3 Reservations for inbound loads, the logical solution was to extend it to outbound scheduling and tracking. With a small amount of customization, C3 was able to deliver a solution that allows the customer to keep track of outbound loads and trailer movement to keep the docks running at optimal efficiency.

Since we implemented C3 we are constantly on time. We also know exactly how much labour we need to allocate so nothing is wasted. C3 is so enjoyable to work with, and made the customization process simple.

Maxime Durand
Project Manager & Business Specialist

Ready to Plan Your Next Move?
Book a Free Demo Today!

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OUR EXPERIENCE WITH THIS CLIENT IS SHEER PROOF THAT WORKING WITH A TEAM WHO ARE READY TO ACCEPT THAT OUTDATED PROCESSES ARE NO LONGER IN THE BUSINESS’ BEST INTEREST, AND ARE WILLING TO ADOPT CHANGES WITHIN THEIR ORGANIZATION, WILL HAVE NOTHING BUT A POSITIVE IMPACT ON ORGANIZATIONAL PERFORMANCE. WE GAVE THEM AN ILLUSTRATIVE EXAMPLE OF HOW MUCH VALUE WE CAN ADD TO A CUSTOMER, AND THEY WERE ABLE TO REALIZE THE ADVANTAGE TO MAINTAIN.

― Maxime Durand
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THE CASE STUDY
Dock Scheduling

THE C3 SOLUTION

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Every trailer is now tracked at four steps – arrival in the yard, arrival at the docks, loading completed and departed the yard.

What the solution allowed the customer to do:

- Manage outbound scheduling alongside inbound loads. C3 Reservations can track both inbound and outbound loads, so the client is never able to see whether a incoming or outgoing trailer is missing or not on time. This allows the customer to allocate the correct amount of labour to keep the docks running at optimal efficiency.
- Real-time visibility on location, load and trailer information. Every trailer is tracked throughout its journey, so the customer can see exactly what is coming and going; which allows them to be aware of the status of incoming and outgoing loads, and make decisions accordingly.
- Real-time visualization of all trailers in the system, which allows the customer to monitor and manage their resources more effectively.
- Automation of manual processes, which reduces the risk of errors and helps to increase efficiency.

THE CHALLENGE

Already using C3 for inbound scheduling, the company would load outbound trucks and shunt them to the yard until they were picked up for delivery. There was no visibility into the trucks waiting for pickup and when one got missed and customers went without their purchases, the company realized they needed to change.

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― Application Administrator

Our experience with this client is sheer proof that working with a team who are ready to accept that outdated processes are no longer in the business’s best interest, and are willing to adopt changes within their organization, will have nothing but a positive impact on overall operations. We gave them an illustrative example of how much value we can add to a customer, and they were able to realize the advantage to maintain.

― Maxime Durand
Project Manager & Business Specialist