Dock Scheduling
Case Study

Facilitate Carrier Assignments
### Eliminate the incessant emails

A leading manufacturer of snack foods in North America recently made great strides in simplifying the communication process with their carriers. With typical scheduling systems, when a manufacturer wants to plan the pickup times and alert the carriers, they may still **struggle with identifying which carrier will be available to pick up on that given date and time.** They were relying on manual processes - like phone calls and emails - in order to confirm the proper carrier.

The Challenge

Despite having prearranged rates with carriers, it can still be a cumbersome task of assigning loads to carriers. This snack food and cookie manufacturer had been a C3 Reservations customer for 2 years when they came to us with the **following problem statement:**

- **In order to allocate a customer load to a carrier, the transportation team needs to email the carrier all the load properties and wait for an acknowledgement (or refusal)** from them. Since the information is already in the appointment properties, could C3 Reservations automatically email the information?

- **Tracking the unresponsive carriers was cumbersome and stressful.** Some took for granted the load was acknowledged and others disregarded (forgot) to respond to the email. Could C3 Reservations make these demands available on the carrier portal for greater visibility?

- **The risk of not having a carrier pickup on-time a customer order due to miscommunications is stressful,** especially when the department is more than one person and you require checks and balances for what is considered a simple process - simply having a carrier acknowledge a load! A constant distraction during the day from other tasks.

THE
C3 Solution
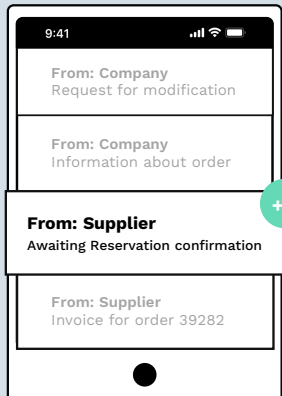
AUTOMATIC ALERTS

The transportation team no longer needed to track who didn't respond as the system alerts the company and carrier after **4 hours** if no acknowledgement/refusal is received.

SIMPLIFIED RESPONSES

Carriers also saved time by simply needing to **click once** (acknowledge or refuse). They can check their secured portal for status updates and also receive automated reminder emails.
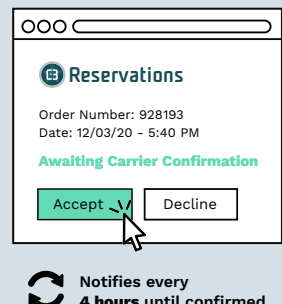
VISIBILITY ON LOADS

Relieves the stress of the transport team. No longer do they need to double-check if a load slipped through the cracks.

ON-TIME SCHEDULING

Savings related to relieving stress and not being late on load assignments - **PRICELESS!**

ACCUMLATE FREE TIME

Concrete savings - at least 1 minute per load due to the elimination of emails.

ACCURATE APPOINTMENTS

No more errors due to manual entries and re-entries. Appointment details are all the same, across-the-board.

> Human error and manual processes are a scheduler's greatest enemy in the modern world. It takes one tiny error, and the next thing you know your entire day is backlogged. The addition of the carrier takeover process was a game-changer for us and our organization!

– Director, External Transport.

Facilitate Carrier Assignments
Eliminate the incessant emails with

C3 Reservations

C3 Solution' highly customizable and automated dock scheduling system.

Get started now!