Becoming a Shipper of Choice using a Scheduling Software to Streamline the Shipping Process

A specialized warehousing and transportation company, with offices in the East and West of the United States, first implemented C3 Reservations to manage the pickups of their customer orders. Especially, C3’s customer complaints lead from the fact that they then had to pick in their warehouses to order numbers (and BOLs) are identified in the appointment details. They, brokers and carriers, in turn, receive an automated email and confirmation of the day’s pick up orders. They can also request a different time in the portal. For one, all the order numbers (and BOLs) are integrated into C3 Solutions in order to facilitate scheduling. Customer service schedules the loads, identified in the appointment details. They, brokers and carriers, in turn, receive an automated email and confirmation of the day’s pick up orders. They can also request a different time in the portal.

The Results

During the course of the project, the project team worked with C3’s business specialists to examine the process and tools that their carriers were using to transport the goods. They always try to let the customer know that the shipper’s software solutions aren’t the only answer for the companies desiring to become shippers of choice. For those who think scheduling is only about booking a time slot and measuring the number of “clicks” users need to make, software should reduce the effort and not augment it always be cognizant that implementing a new system requires a number of “learning” cycles. The results were staggering: the customer service and shipping leads, or who are busy with customer complaints.

The Challenge

C3 Solutions now triggers automatically a message to the brokers so they can consult their appointment status on their portal. They, brokers and carriers, in turn, receive an automated email and confirmation of the day’s pick up orders. They can also request a different time in the portal. For one, all the order numbers (and BOLs) are integrated into C3 Solutions in order to facilitate scheduling. Customer service schedules the loads, identified in the appointment details. They, brokers and carriers, in turn, receive an automated email and confirmation of the day’s pick up orders. They can also request a different time in the portal.

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Conclusion

Although C3’s about this configuration process, they were truly impressed when it went into action. The layout and process works on an online and mobile. If the load is fully booked, the customer is notified of the need for a different time in the portal. Bringing up the appointment status, the carrier can consult it directly to the shipping department’s printer. Confirmation of the day’s pick up orders is completed to be loaded and departed. Now they easily confirm the truck is finished to be loaded and departed. Information plus a template.

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