About five years ago, the company discovered the benefits of using scheduling software, specifically C3 Reservations. The general manager, Tony, explains that the system allows his operation to schedule what's coming in and out and ensure they have the labor on hand to get the trucks loaded or unloaded. With 115 trucks a day, that's a lot of moving parts. C3 Reservations also gives him visibility and prevents trucks and drivers from having to wait around. Tony said C3 Reservations is saving the company more than US$35,000 every month in detention charges alone by injecting stability into the in- and outbound transportation operation.

But that's not all. Because the truckers can now make their own appointments directly through C3 Reservations, the pressure is off the office staff. Office manager Susanna says the system, which is integrated with the WMS, also saves the company $100,000 to $120,000 in detention charges a year by reducing the visibility into the in- and outbound transportation operations.

### Dock Scheduling Case Study

**Our customer is a large food distributor based in the United States. It counts numerous major restaurant chains as clients, in a demanding and fast-paced marketplace.**

The pressure is on to ensure a constant, timely supply of both ambient and temperature-controlled products to these demanding customers.

**Goodbye Detention Charges**

**How dock scheduling took a huge bite out of one food distributor’s detention charges**

The company was facing chaotic inbound and outbound transportation arrivals and departures. With upwards of 300 emails and calls each day,spam from carriers trying to reserve a dock door, it was more than the office staff could handle, using a spreadsheet. As a result they were overbooked all the time, and there were constant changes on the fly, as they attempted to slot in urgent loads. Inevitably, trucks ended up waiting, the company faced enormous detention charges as a result.

**The Challenge**

The company now faces chaotic inbound and outbound transportation arrivals and departures. With upwards of 300 emails and calls each day, spam from carriers trying to reserve a dock door, it was more than the office staff could handle, using a spreadsheet.

**C3 Solutions**

With C3 Reservations this food distributor has been able to get ahead of what used to be a disorganized and chaotic situation at its warehouse's docks. Five years in, the company is tremendously happy with the benefits they are experiencing in terms of savings, and productivity improvements.

**Conclusion**

With C3 Reservations the food distributor has been able to get ahead of what used to be a disorganized and chaotic situation at its warehouse's docks. Five years in, the company is tremendously happy with the benefits they are experiencing in terms of savings, and productivity improvements.

**Remove Astronomical Detention Fees with C3 Reservations!**