

Dock Scheduling Case Study

Goodbye Detention Charges

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

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, and timely supply of both ambient and temperature-controlled products to these demanding customers.

The Challenge

The company was facing **chaotic inbound and outbound transportation arrivals and departures**. With upwards of 300 emails and calls each day 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 carriers with urgent loads. Inevitably, trucks ended up waiting, the company faced enormous detention charges as a result.

300

emails and calls per day from carriers

115

trucks a day in and out

US\$ 35,000

every month in detention charges

1 Spreadsheet

Recurrent Overbooking

THE C3 Solution

1 Labor Planning

for all incoming and outgoing loads

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.

2 Visibility

on all trucks activity

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.

3 Carrier Portal

For truckers to make their own appointment

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**.

4 P.O. Search

identify how an inbound load will need to be handled

Office manager Susanna says the system, which is integrated with the WMS, also **makes life simpler by allowing searches by PO**, which can then identify how an inbound load will need to be handled, **whether it's ambient or chilled**.

"I am extremely happy with the service and what C3 Reservations provides for us. It has reduced our detention charges and labor costs. It's had a really big impact on our organization.

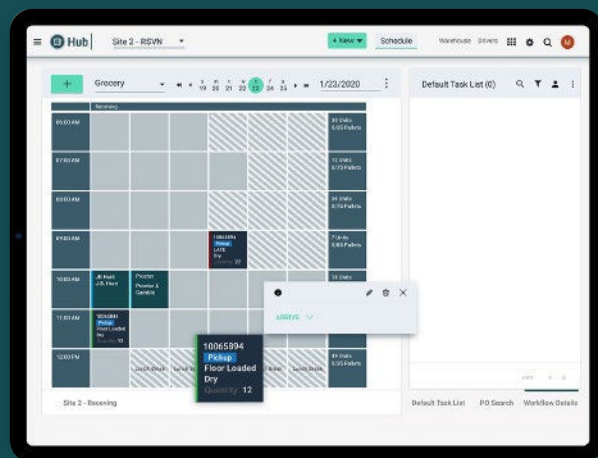
It is one of the best apps I've ever used; it truly helps with all facets of our business."

Tony
General Manager

Conclusion

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 they are tremendously happy with the benefits they are experiencing in terms of savings, and productivity improvements.



Remove Astronomical Detention Fees with C3 Reservations!

Book a demo now!