

Dock Scheduling Case Study

When Spreadsheets Simply Slow You Down

This ice cream Warehouse faced a scheduling dilemma. Appointment times were being managed through **the labyrinth of emails and calls, leading to operational inefficiencies.** It wasn't until the Director of Operational Excellence shared the potential of C3 Reservations with the Warehouse Operations Manager that a transformative solution was unveiled.

The end result? Up to 5 hours of saved work per week.

The Challenge

- 1 The ice cream Warehouse, focused on managing inbound deliveries of packaging materials, finished goods, and ingredients, found its warehouse receiving capacity fully utilized.
- 2 The imperative was to schedule inbound loads effectively, **ensuring drivers weren't left waiting excessively**, and deliveries aligned with their priorities.
- 3 Vendors and carriers inundated the team with emails and calls, necessitating a time-consuming process of data entry into a **daily-printed spreadsheet.**

THE C3 Solution

The Director, during a Warehouse visit, observed the tedious manual process and drew inspiration from CDL approach to inbound deliveries. The adoption of C3 Reservations brought about a **simple yet powerful solution.**

The system established a schedule that prevented carriers from overbooking appointments, **automatically calculating estimated unload times based on pallet numbers** for optimal planning.

With C3 Reservations, carriers and suppliers gained the **ability to request appointments online**, and the system seamlessly handled confirmation emails.

Integration with the Warehouse's order management system mandated that the following were captured:

- A valid order number for proper identification
- Ensuring details such as order
- Information carrier identity
- Freight type
- Temperature

The Results

The most significant achievement was the **eradication of extensive email communications** between the logistics team and suppliers/carriers.

The Director estimated time savings between **4 and 5 hours per week** for a warehouse processing approximately 1,500 loads annually, translating to 5-10 loads daily during peak seasons.

Other stakeholders, including buyers and the receiving team, now had access to C3 Reservations, offering **enhanced visibility** into bookings.

100% Removal
of extensive email communication

4-5h/week saved
For warehouse processing approximately 1,500 loads annually

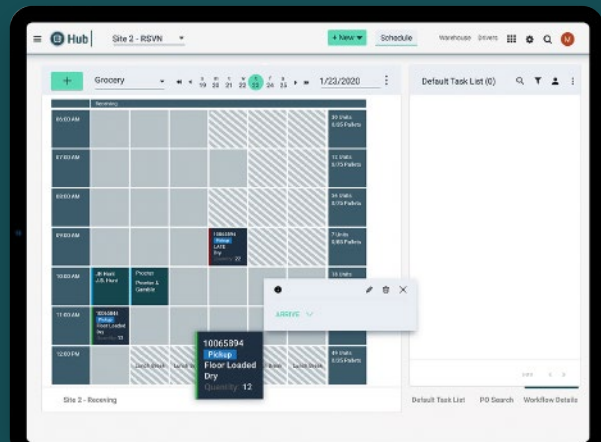
100% Elimination
of printed schedules

Enhanced Visibility
into bookings for all stakeholders

Conclusion

As is often the case with C3 Reservations users transitioning from spreadsheet management, the ice cream Warehouse echoed the sentiment: there's no desire to return to the old, cumbersome ways.

The success story of this Canadian ice cream Warehouse stands as a testament to the transformative impact of embracing advanced scheduling solutions in the pursuit of operational excellence.



Say Goodbye to Spreadsheets and Endless Email Communications!

[Book a demo now!](#)