VELOSTICS

CASE STUDY

Transforming Scheduling and Visibility for **Pallet Service Corporation**

The customer

For over 50 years, Pallet Service Corporation (PSC) has been a family-owned, full-service industrial wood products supplier, specializing in new, recycled, and re-manufactured pallets, custom crating, and lumber. With three manufacturing plants located in Maple Grove and Little Canada, Minnesota, and Knapp, Wisconsin, PSC provides tailored pallet and wood packaging solutions for local, regional, national, and international needs.

The problem

PSC faced significant challenges in its scheduling processes, especially for outbound loads. The manual and labor-intensive scheduling system involved someone manning the phone to make appointments, leading to inefficiencies and a lack of visibility into the schedule. With 50-60 loads per day across three facilities, the use of MS Outlook for appointment booking hindered comprehensive reporting and data tracking. Key challenges included manual scheduling, limited visibility, and the absence of user tracking and audit trails.

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The challenges

- Manual scheduling via phone with no tracking or audit trails.
- Limited visibility into the daily schedule and status.
- Lack of reporting and data on arrival times, entry, and dwell time.
- No user tracking or audit trail for scheduling activities.
- Labor-intensive scheduling with MS Outlook.

Objectives

PSC set clear objectives to streamline their operations, reduce operating expenses, minimize risks to the production schedule, and improve supply chain processes. Key goals included making it easy for carriers to schedule appointments, providing a comprehensive view of all appointments, implementing a user-friendly solution without IT involvement, and supporting basic TMS load scheduling functionality.

- Enable carriers to self-schedule appointments with guardrails.
- Restrict equipment by product type.
- Provide a comprehensive view of all appointments.
- User-friendly solution without IT skills.
- Implement good reporting out of the box.
- Quick and easy implementation with basic TMS functionality.

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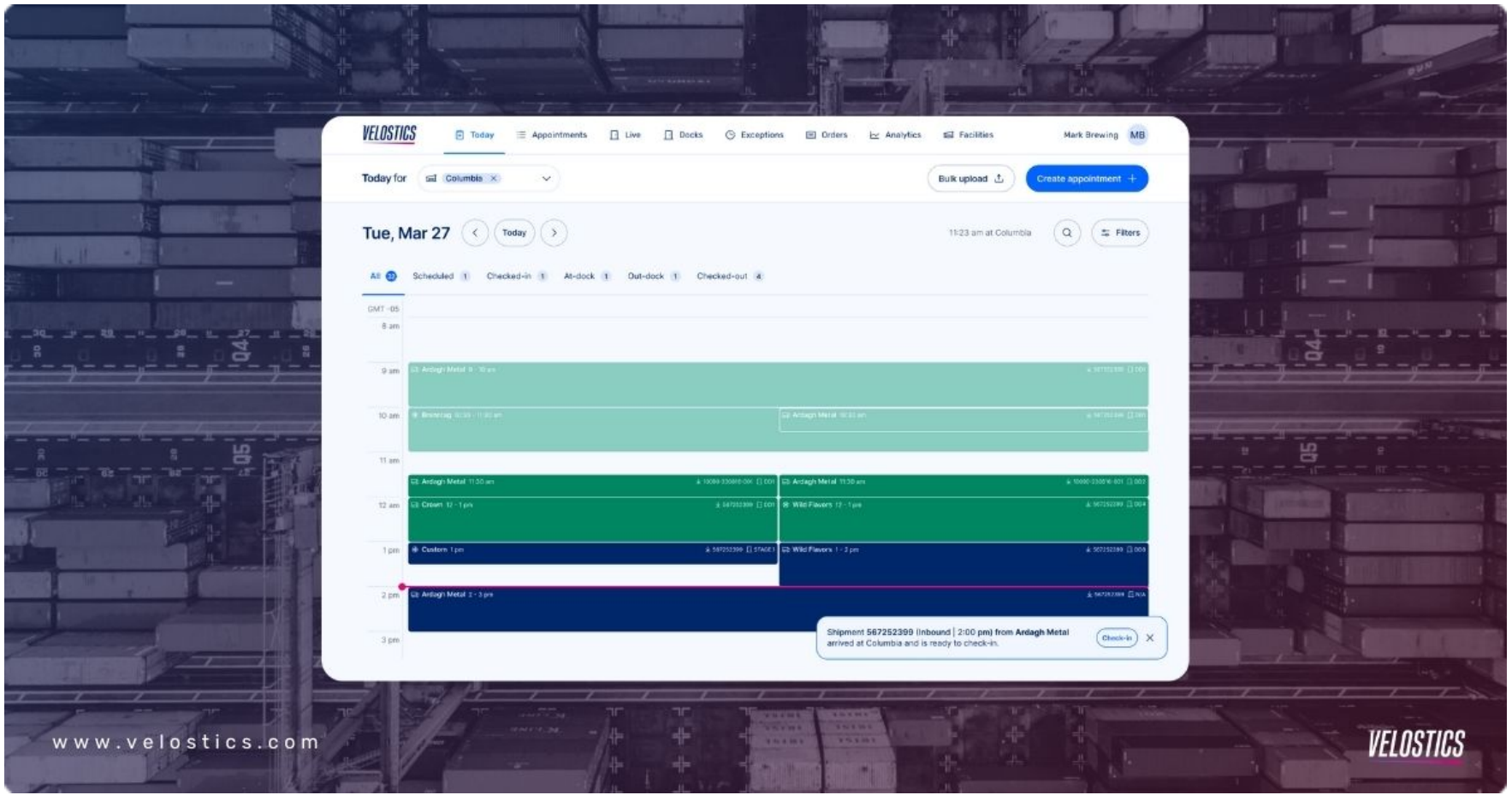
The solution

PSC implemented a comprehensive solution that allowed carriers to schedule their own outbound appointments. The system systematically controlled appointment blocks to avoid over-scheduling resources onsite. Key features included truck loading/unloading based on appointment slots, separate appointments for the internal fleet, notifications for late and no-show appointments, email notifications to customers, tracked milestones, audit trails, dock tracking, and reporting capabilities.

Highlights

- Carrier self-scheduling for outbound appointments.
- Systematic control of appointment blocks.
- Truck loading/unloading based on appointment slots.
- Notifications for late and no-show appointments.



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- Email notifications to customers about load status.
- Tracked milestones and audit trails.
- Dock tracking and assignment.
- Reporting in the system and in Excel.

Results

The implementation of the new scheduling solution delivered significant results for PSC, creating a template for best practices at the Little Canada facility, with plans to scale to other facilities. Automated a previously inefficient and error-prone manual scheduling process.

- 90%+ carrier self-scheduling, with the internal fleet managed by the internal team.
- 30-minute delivery window, with only 15% of the time outside the window, down from 60%.
- Detention claims reduction of over 95% (from $45K to $1.5K).
- Carrier performance reviews and increased accountability.
- Enhanced trust and source of truth internally and with carriers.

Conclusion

PSC's partnership with Velostics transformed their scheduling processes, significantly improving efficiency, accountability, and overall supply chain performance. The successful implementation at Little Canada laid the groundwork for a seamless rollout at Maple Grove and Knapp, replacing other logistics processes and Excel-based systems. The key lesson learned was the importance of selecting the right partner to support the current process while driving adoption for future modifications.