



Top CPG Manufacturer Quickly Implements Velostics' User-Friendly Dock Scheduling Solution

The customer

A top American household items manufacturer and distributor, founded in 1920, boasts a global presence with 13 manufacturing facilities worldwide, including six in the Food Business Unit. Their product range spans from food storage containers to trash cans, sheds, step stools, closets, shelving, laundry baskets, bins, air fresheners, and various other household items.

The challenge

This customer faced significant challenges in their yard management system, particularly in scheduling appointments and gaining complete visibility into the schedule due to manual processes. The existing system lacked the ability for carriers to schedule appointments without extensive manual intervention, leading to inefficiencies and high labor costs. With 24-hour operations in Mogadore, OH, the yard management system focused on yards but lacked scheduling capabilities.

Challenges

- Manual scheduling for inbound loads via phone, and email, resulting in continuous management by numerous IMS clerks.
- Limited visibility into daily receiving schedule and order status due to incomplete adoption by carriers.
- Inability to plan warehouse receiving labor accurately.
- Inefficient 24-hour, 3-shift receiving operations.
- Lack of reporting capabilities and visibility into supplier quality of service and risk.



Objectives

The primary objectives for the customer were to enhance efficiency, align technology with physical processes, and improve supply chain processes by reducing costs, time, and defects. Key objectives included making it easy for carriers to schedule appointments, providing comprehensive appointment visibility, ensuring user-friendly management without IT, and implementing a quick and easy solution within 3 to 4 weeks.

Objectives Summary

- Drive efficiency and job satisfaction.
- Align technology with physical processes.
- Reduce costs, time, and defects in the supply chain.
- Enable easy carrier appointment scheduling.
- Enhance appointment visibility.
- User-friendly solution without IT involvement.
- Quick implementation with go-live within days.



The solution

To address the challenges and objectives, the customer implemented a comprehensive solution that allowed carriers and vendors to schedule their own outbound appointments. The system systematically controlled appointment blocks, preventing over-scheduling of onsite resources. Key features included capturing packing slip/BOL numbers, organizing truck loading/unloading based on appointment slots, and requiring carriers to schedule appointments before arriving for order pickups.

Highlights

- ✔ Carrier and vendor self-scheduling.
- ✔ Systematic control of appointment blocks and capacity
- ✔ Capturing packing slip/BOL numbers.
- ✔ Organized truck loading/unloading.
- ✔ Mandatory carrier appointment scheduling.



A screenshot of the Velostics web application interface. The interface shows a scheduling calendar for Tuesday, March 27, with various appointment slots. The calendar is organized by time slots, with appointments for different carriers and facilities. A notification at the bottom right indicates that a shipment (567252389) has arrived at Columbia and is ready for check-in. The background of the screenshot shows a warehouse with stacks of boxes. The Velostics logo and website URL (www.velostics.com) are visible in the bottom left and right corners of the screenshot.

Results

The implementation of the new dock scheduling solution yielded significant results for the customer, transforming their operations and achieving several key benefits.

- ✔ Balanced loads throughout the day/week.
- ✔ Visual appointment "checked-in" feature for real-time tracking.
- ✔ 33%+ labor reduction on the receiving side.
- ✔ 98%+ carrier adoption, automating manual processes.
- ✔ Accurate visibility into inbound loads and order status.
- ✔ Warehouse efficiency improved, switching from 24×7 to a 6-to-6 model.
- ✔ Detention charges are reduced with accurate shipment audit history.
- ✔ Labor costs were reduced by 30% through daily staffing adjustments.

The implemented solution not only met the immediate needs of the customer but also laid the foundation for a more streamlined and efficient yard management process, aligning technology with the physical workflow and improving overall supply chain processes.