

HOW A BEVERAGE PACKER REDUCED DETENTION FEES BY 72% WITH OPENDOCK

CUSTOMER CASE STUDY



A family-owned beverage packing company with a strong focus on service uses Opendock to manage dock doors at their Wisconsin facility. As an outsourced bottler, the company supports the mixing, blending, bottling, fulfillment, and shipping, for both regional and major national brands. To service their customers, they manage an ever-growing network of suppliers and 3PLs which makes having visibility into arrivals vital.



THE CHALLENGE

Before Opendock, spreadsheets were used to manage dock schedules and carriers would call in to book a time. Even with a system in place, the majority of trucks arrived at unplanned times, driving up wait times. The warehouse teams didn't have a clear view into when trucks arrived and that made planning, both labor and staging, a constant guessing game. Each day was different and that had a direct impact on their ability to operate efficiently.

Outside of planning inefficiencies, running appointments with spreadsheets was impacting the company's bottom line. The facility experienced over 2 detention claims per day that resulted in roughly \$50k in yearly detention charges for their single facility. The facility also had to consistently pay staff overtime to service unforeseen surges in truck arrivals.



700+

ANNUAL DETENTION CLAIMS



\$50,000

ANNUAL DETENTION COSTS



It was transformative. We have 20 fewer calls per day and 20-30 fewer emails per day. **It's been a big turnaround, the phone doesn't ring anymore.**

- *Warehouse Manager*



THE SOLUTION

To reduce uncertainty and bring more structure to their dock processes, the beverage packer adopted Opendock's scheduling software. They were able to easily roll out the software for their staff and implementation was completed in a 1-month rollout that included a 1-week soft launch and training. Most of their carriers were familiar with Opendock which made carrier adoption seamless.

With a dedicated scheduling solution in place, they've been able to move away from phone and email scheduling. Trucks now arrive in an orderly fashion, with appointments staggered to allow for better service. Upon arrival, trucks are checked in on Opendock using tablets and through time-stamped statuses, they can easily get reporting on dock and carrier performance. The management team can look ahead at dock schedules to align appointments with the amount of staff available which has significantly reduced overtime hours and improved truck unload/load times.

THE RESULTS



\$36,000

**72% of total detention eliminated*

**ANNUAL
DETENTION
SAVINGS**



600

**ANNUAL
LABOR HOUR
SAVINGS**



90%

**APPOINTMENTS
SELF-SCHEDULED
BY CARRIER**

**CHAT WITH OUR TEAM AND FIND OUT HOW OPENDOCK
CAN TRANSFORM YOUR DOCK EFFICIENCY**

TALK TO US