

HOW A 3PL SAVED \$144,000 IN ANNUAL DETENTION FEES

CUSTOMER CASE STUDY



A logistics provider supports the specialty chemical and gas supply chain through their global network of facilities, assets, and partners by offering warehousing and transportation services for hazardous materials. The 3PL prides themselves on giving each of their partners **transparency** and has a **history of driving performance**. Working with in a niche industry that's relationship based, it's critical for them to consistently improve the carrier experience at their docks.



THE CHALLENGE

Before Opendock, the provider had been using a generic scheduling tool that wasn't catered to the logistics industry. The software was missing crucial edit features that could be used by the receiving team to easily update appointments.

Without those controls and a real-time view of the dock schedule, appointments would often be overbooked, which led to a large number of standby trucks waiting to be received at the docks. The financial impact of limited visibility was both detention fees and overtime hours.



Our implementation was surprisingly smooth for such a robust system. Our account rep has been very accommodating and given us a personalized experience.

- *Receiving Supervisor*



THE SOLUTION

The specialty 3PL implemented Opendock across their 4 warehouse locations. Each of the facilities received a dedicated training to set up docks, delivery requirements, and appointment windows. Carriers were invited to create their login and self-scheduling has been widely adopted for inbound appointments.

With a simplified scheduling process, they've been able to add an additional layer of service for end customers while improving their status as a shipper of choice. Over the course of 3 months, overtime hours have been reduced by 30 minutes to an hour each day per employee.

THE RESULTS



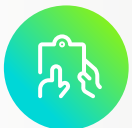
\$144,000

ANNUAL COMPANY WIDE SAVINGS IN DETENTION CHARGES



12,000

SCHEDULING LABOR HOURS SAVED ANNUALLY ACROSS ALL FACILITIES



70%

APPOINTMENTS SELF-SCHEDULED BY CARRIER

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

TALK TO US