



TCA-06 Benchmarking Meetings – May 2017

“BEST IDEA SUBMISSION”



Appointment Booking – Visibility & Capacity



- **Overview:**
- Currently receive between 50 and 75 daily appointment deliveries Monday thru Friday between 4:00 AM and Noon in the Greater Toronto and Greater Montreal Area.
- Provide greater transparency to our Customer Service Team and Regional Operations Teams on impact of “stacking” appointments and validating with operations around city planning options and capacity.
- Frequency and volume has increased to deliver with local city fleet due to long haul driver reluctance to complete local city deliveries due to live off-load dwell time challenges.
- Identify time of day and day of week where appointment(s) are over-booked to capacity resulting in customer service issue(s) ie: late deliveries and additional unplanned costs to secure local cartage companies at higher costs.

- **Goal of Project:**
- Provide immediate line of sight to CSR of availability of other appointment time slots.
- Provide recommendations of other available appointment slots based on capacity.
- Work with customers on optimizing appointment scheduling & review night delivery options with customers.
- Automate workflow to logistics if applicable and send tender to available city carrier capacity

Appointment Booking – Visibility & Capacity



- **Implementation:**
- Developed new internal screen illustrating the # of appointments by time of day per local fleet.
- Identified capacity # per local fleet.
- If “exceeded” message to CSR requesting option to select another slot where capacity has not been exceeded.
- Option available to transfer to logistics city carrier contractor fleet available (In progress to auto send load sheet & tender)
- **Result(s)**
- We have reduced outside cartage carrier(s) by 6 trucks per day resulting in annual savings of **\$115k** versus internal costs.
- Re-assigned 5 loads per day that were AM appointments to night deliveries resulting in additional driver productivity of 2 hours per day per driver due to less traffic congestion. Additional revenue per truck per day of \$120.00 per day OR additional annual revenue of **\$144k**

Next Steps: Key Initiatives – Appointment Deliveries Under Review



Review Appointment Delivery - Surcharge

- Currently we do not charge an appointment fee but are reviewing internally.

Review Weekend Delivery Surcharge

- Tie in to driver availability and less backhaul options at AM weekend deliveries.
- Recover cost pass through of paying drivers a weekend premium to assist with capacity.