Best Practice Group TC-07

S & H Express

EDI Interface enhancements

Customer EDI Interface

Problem: Customer EDI live on March 21,2016. *(Customer uses Broker for their EDI)*

- EDI specs did not allow provisions for us to send AA/AB appointment status updates.
- Dates and times for the tendered loads were largely inaccurate.
- Attempting to have Customer retender EDI 204 updates was problematic.
- Manually entered orders for backhauls from Trenton to York were not tendered with 204's (Trenton was not phased in yet)
    - Appointment times for these loads were not being sent from our system because the orders were being created manually from a master order and the appointment times were not being edited.
    - A change in these appointment times is required to spawn the EDI AA/AB appointment time updates from the system.
    - This resulted in deliveries being recorded as late because there was not an associated appointment date/time that could be compared to actual on the customer's system.

Customer EDI Interface

Initial review: *(Partnered with Customer and broker)*

- Instructed the dispatch to add seconds to the appointment times that were set by the master order.
- Allowed system to create and send the AA/AB appointments in the normal manner.
- Sept 2016 time frame we were measured by customer with OTD percentages between 80% and 85%.
- At that time, we believed that our performance was better than what was being measured.
- To validate this, we ran reports from TMW that extracted the loads and associated appointment and delivery times. With this we determined that TMW indicated that our OTD performance was in fact between 80% and 85%.
- Added the AA/AB status update ability which allowed us to provide accurate delivery appointments. This was completed in June.

Customer EDI Interface

Deeper Dive: *(due diligence)*

- Some shipments were being delayed by the shipper and/or consignee.
- Some shipments were being reschedules at the request of the customer.
- Many of these loads were still reflecting the originally scheduled appointment times received in the initial 204 tender.
- As a result, deliveries were measured as late on the customer's end.
    - Either update delayed shipments by rescheduling the appointments
    - Or add reason codes within the EDI to identify the reasons late.
      Loads that were late due to reasons beyond control of the carrier are not considered as a late and would not compromise our OTD score.

Customer EDI Interface

Deeper Dive: *(Solution)*

- Automated report run daily for all Customer loads with a delivery date of the previous day.
- Loads identified as late are further evaluated by dispatch and customer service to determine the cause, and then the EDI is resent to reflect the circumstances.
- With this process in place, we've improved our OTD percentages to 92% to 93%.

Customer EDI Interface

Figure 1: *Outlook email received by designed recipients at the completion of running the report. The report is set to run each morning @7:40 am. The task executes an automated Excel VB application. The VB application, establishes a connection to the TMW DB and extracts the data shown on* Figure 3. After extracting the data, the process continues by comparing the Arrival Date column to the Destination Latest Date (for all drops) and thereby determines any late deliveries. The Early/Late and Late Delivery columns are added to the AllStops worksheet to denote the number of hours early/late (positive/negative) and a flag to indicate a late delivery.

Customer EDI Interface

Order Header Number	OrdRefNumber1	Bill To ID	Origin Earliest Date	Origin Latest Date	Destination Earliest Date	Destination Latest Date	Origin State	Destination State	Stop Company ID	Stop Type	Load Status	Event	Arrival Date	Departure Date	Driver ID	Order Status (Dispatch Status)	Early/Late	Late Delivery
871092	240099490		9/20/2017	9/20/2017	9/20/2017	9/20/2017	PA	NJ		DRP	LD	DRL	9/21/2017	9/21/2017	FRECL	CMP	-1.01	1
875377	244216611		9/20/2017	9/20/2017	9/20/2017	9/20/2017	NJ	PA		DRP	LD	LUL	9/21/2017	9/21/2017	MCKTI	CMP	-16.00	1

Total Late: 2

Total Completed Loads: 18

Total Loads: 21

OTD%: 90.48%

Figure 2: *Excel Summary Workbook* is built by finding and copying all flagged late items that are a Stop Type of DRP and are in a Completed (CMP) Order Status state. The summary page, named Late of No Delivery, displays each late arrival at the destination, the totals, and the OTD%. The excel spreadsheet is then emailed as an attachment to the recipients using a freeware tool called Blat.

Customer EDI Interface

Order Header Number	OrdRefNumber1	Bill To ID	Origin Earliest Date	Origin Latest Date	Destination Earliest Date	Destination Latest Date	Origin State	Destination State	Stop Company ID	Stop Type	Load Status	Event	Arrival Date	Departure Date	Driver ID	Order Status (Dispatch Status)	Early/Late	Late Delivery
871092	240099490		9/20/2017	9/20/2017	9/20/2017	9/20/2017	PA	NJ		PUP	BT	HPL	9/20/2017	9/20/2017	FRECL	CMP	1.49	0
871092	240099490		9/20/2017	9/20/2017	9/20/2017	9/20/2017	PA	NJ		DRP	LD	DRL	9/21/2017	9/21/2017	FRECL	CMP	-1.01	1
871783	240099528		9/21/2017	9/21/2017	9/21/2017	9/21/2017	PA	NJ		PUP	MT	LLD	9/21/2017	9/21/2017	ARMCA	CMP	16.24	0
871783	240099528		9/21/2017	9/21/2017	9/21/2017	9/21/2017	PA	NJ		DRP	LD	DRL	9/21/2017	9/21/2017	ARMCA	CMP	13.30	0
871784	240099534		9/21/2017	9/21/2017	9/21/2017	9/21/2017	PA	NJ		PUP	BT	HPL	9/20/2017	9/20/2017	DAUWI	CMP	27.32	0
871784	240099534		9/21/2017	9/21/2017	9/21/2017	9/21/2017	PA	NJ		DRP	LD	DRL	9/21/2017	9/21/2017	DAUWI	CMP	16.65	0
871785	240099540		9/21/2017	9/21/2017	9/21/2017	9/21/2017	PA	NJ		PUP	MT	HPL	9/21/2017	9/21/2017	ALVAN	CMP	18.55	0
871785	240099540		9/21/2017	9/21/2017	9/21/2017	9/21/2017	PA	NJ		DRP	LD	DRL	9/21/2017	9/21/2017	ALVAN	CMP	15.47	0
872386	240099609		9/22/2017	9/22/2017	9/22/2017	9/22/2017	PA	NJ		PUP	BT	HPL	9/21/2017	9/21/2017	HAJRI	STD	29.99	0
872386	240099609		9/22/2017	9/22/2017	9/22/2017	9/22/2017	PA	NJ		DRP	LD	DRL	9/21/2017	9/21/2017	HAJRI	STD	24.00	0
872850	241343405		9/25/2017	9/25/2017	9/25/2017	9/25/2017	PA	NJ		PUP	BT	HPL	9/20/2017	9/20/2017	HAJRI	CMP	124.49	0
872850	241343405		9/25/2017	9/25/2017	9/25/2017	9/25/2017	PA	NJ		DRP	LD	DRL	9/21/2017	9/21/2017	HAJRI	CMP	108.40	0
872851	241343410		9/25/2017	9/25/2017	9/25/2017	9/25/2017	PA	NJ		PUP	BT	HPL	9/21/2017	9/21/2017	GORWE	DSP	102.40	0
872851	241343410		9/25/2017	9/25/2017	9/25/2017	9/25/2017	PA	NJ		DRP	LD	DRL	9/21/2017	9/21/2017	GORWE	DSP	98.45	0
872852	242018916		9/21/2017	9/21/2017	9/21/2017	9/21/2017	PA	NJ		PUP	BT	HPL	9/21/2017	9/21/2017	JONRO	CMP	3.00	0

Figure 3: *Excel Details Workbook* - Dispatch and Customer Service recipients evaluate and determine the cause for the late deliveries identified on the summary workbook. If the delivery was actually late, the order is recoded in TMW to reflect the appropriate reason code for the late shipment. If the delivery shows late because of an incorrect appointment date/time, this is corrected in the TMW order. In either case, EDI status updates are resent to the customer in a 214 update to correct the appointments and/or to add the reason codes.

Customer EDI Interface

ROI:

FY 17	OTD%	Loads	Comments
Jan	88.70%	301	
Feb	88.40%	310	
March	77.30%	362	*Process implemented end of March
April	88.20%	390	
May	92.10%	417	
June	92.90%	402	
July	94.60%	323	
August	94.10%	405	

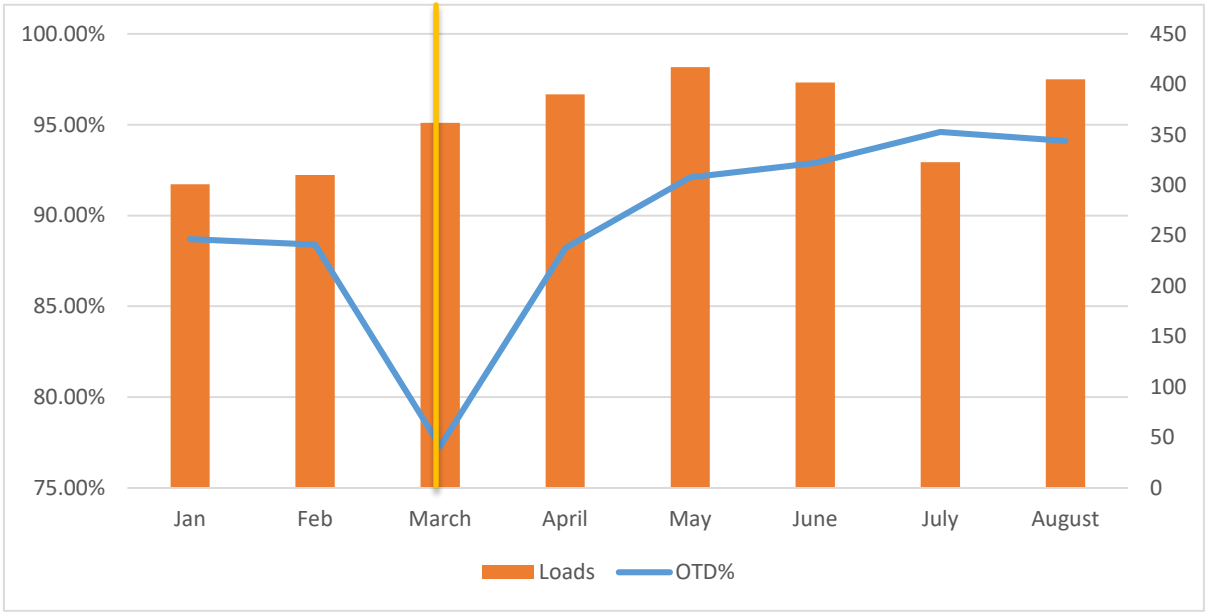

Figure 4: *OTD percentage with customer each month of 2017.*

This improved OTD% will help lead us to an increase of over 100K in revenue.

The increase has been requested but we are waiting approval

Discussion and Questions