



THE FOODSERVICE DISTRIBUTION CONFERENCE & EXPO

# *bridges to success*

EFFICIENCY, TECHNOLOGY, COLLABORATION



# Inbound Scheduling as a Driving Force to Operational Efficiency

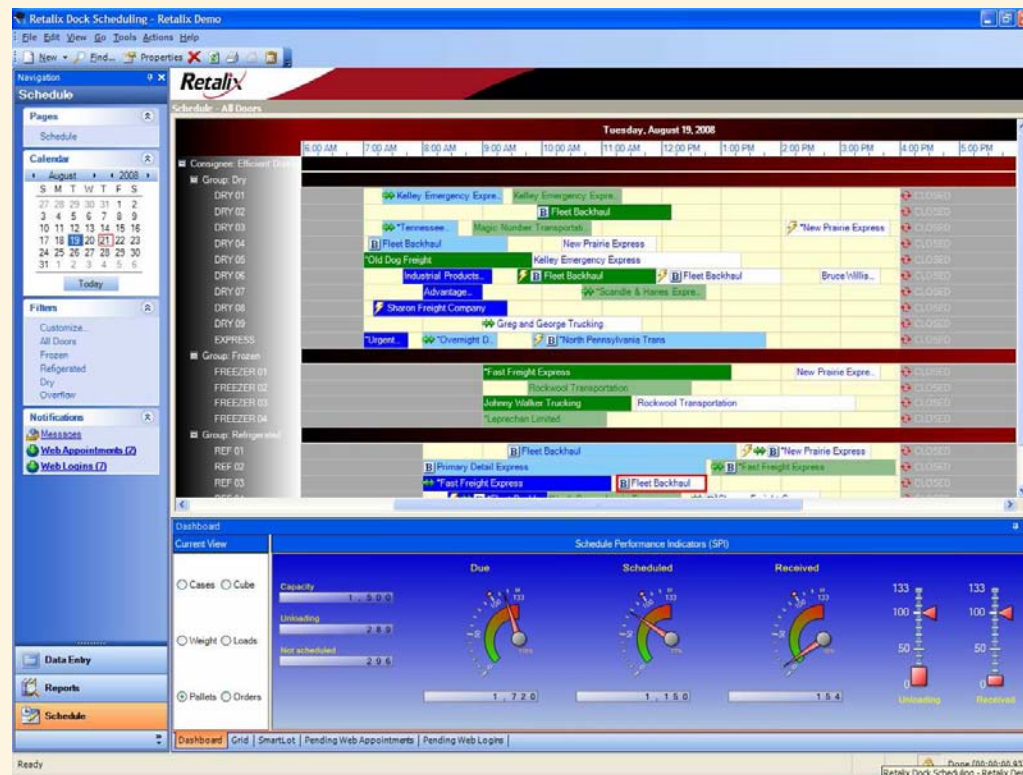
October 12, 2008

Peter Rappe – Senior Sales Executive  
Retalix USA



# Today's Agenda

- Legacy scheduling practices and limitations
- Innovative scheduling practices
- Scheduling demonstration
- Questions and Answers



# Historical Scheduling Practices

- Telephone
  - Appointment Book (paper)
  - Spreadsheets
  - Direct to WMS
- Decentralized
- Scheduling Clerk sets the “tempo” for the warehouse
- Capacity
  - Track Scheduled Cases or Pallets
  - “Wave Scheduling”



# Innovative Scheduling Practices

- Web Enabled Scheduling
  - Vendor / Carrier Self Scheduling
- Centralized Scheduling
- Dynamic Capacity Management
- Enterprise Visibility
- Vendor and Carrier Performance / Compliance
- Full Integration with host solutions
- Foster Collaboration between Purchasing and Operations
  - Stop the finger pointing



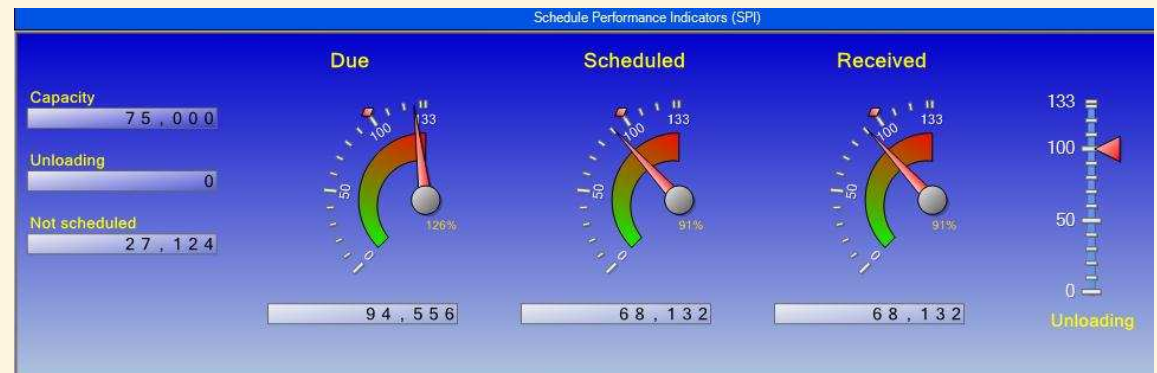
# Web Scheduling

- Automated Online Dock Appointment Scheduling
  - 24/7 Access
  - “self-service”
- Rule Based scheduling constraints
  - +/- to buyers requested due date
  - Min/Max advance hours
  - Capacity Limitations – door group
  - Vendor / Carrier restrictions
- Intelligent Appointment Duration Calculation
- IntelliChoice – Variety of Appointment Options
- Electronic Requests for Non-Serviceable Loads



# Capacity Management

- Capacity Constraints by Dock Group / Functional Area
  - Distribution Center Defined Metrics
  - Hourly and Daily thresholds
- Elimination of “Canned” Unload Times
  - 2 Hour Appointment Windows
  - Wave scheduling
- Capacity Limits (Overrides) by Security level
  - Carrier, Scheduling Clerk vs Supervisor
- Dashboard view of Key Performance Indicators by DC / Dock area
- Accurately Schedule Labor Requirements Based on Anticipated Volume



# Performance Scorecards

- Vendor Scorecards
  - On time to Buyer Requested Due Date
  - Fill Rates – Ordered vs. Received
  - Scheduling Compliance
- Carrier Scorecards
  - Actual Arrival vs Appointment time
- Operations Scorecards
  - Unload duration
  - Gate in vs Scheduled Appt vs Actual Start
- Bill-back reporting
  - Non-Compliance
  - On Time Performance

# Enterprise Visibility

- Warehouse Operations
  - Capacity KPI's
  - Dock Status
  - Labor Forecasting
- Purchasing
  - Order Status
  - Orders Due not Scheduled
  - Order volume vs Warehouse capacity
- Accounting
  - Detention / Demurrage Validation
  - Vendor / Carrier Bill backs
  - OS&D Notations
- Customer Service
  - Order / Item Status
- Inbound Transportation
  - Carrier Performance
  - Vendor Analysis



# Results

- 80% + reduction in Scheduling Labor
- 10% + reduction in Receiving Labor
- Reduced detention and demurrage charges
- Improved carrier relations
- Eliminate shipment status inquiries
- Improved accountability
- Accurate / Unbiased performance reporting



# Questions

Peter Rappe

Retalix USA

913-888-3100 x 108

[peter.rappe@retalix.com](mailto:peter.rappe@retalix.com)