



CROSS-DOCK SOLUTION WITH PROCESS & SYSTEM ENHANCEMENTS

Transportation cross-dock combines orders or consignments from a single or number of shippers into a single or multiple shipments to a cross-dock hub. This hub then breaks down the shipments into the constituent consignments and manages the final mile delivery to the end consumer to take advantage of cost savings through reduction of handling; consolidation of consignments to single end customers and through economies of scale.

THE OPPORTUNITY

The customer's address data is loaded into SAP in a free type format. A significant proportion of addresses demonstrate a high percentage of variation for a single instance. This situation presented a significant challenge in the routing, pre-planning and optimization of the final mile deliveries. Further challenges present themselves in the consistent systemic association of customer service requirements within these addresses.

OUR SOLUTION

Expeditors cross-dock process and system incorporates three significant enhancements:

- Exception management
- Address validation and final delivery selection
- Customer service requirements (CSRs)

The three enhancements were fundamental to the timely and accurate delivery of their shipments to the end customer. Expeditors scoped out and initiated development enhancements to the exception management tool that automate and streamline these challenges and allow the integration of their data into Expeditors system in a controlled manner that enables the customer service requirements to be associated with the shipment.

- At receipt of their DESADV, Expeditors loads the data through our EDI processes and into e.tms within the first business day of the shipment life cycle (Day 0).
- Expeditors validates the delivery address at this point of origin through use of and subscription to authenticated address APIs.
- The data then propagates through to the cross-dock hub operations, which then further validates the address whilst the shipment is in transit.
- Before the consignment arrives at the cross-dock hub, the system searches for, identifies and validates the respective customer service requirement allowing the routing of the shipment and pre-planning before the freight arrives at destination.
- Final mile carriers are notified through our connectivity solutions via EDI at the time of booking the deliveries.