

A large truckload based carrier from eastern Canada is the subject of Case Study #3. This carrier hauls regular loads from eastern Canada that get delivered, by appointment, to a major distribution center in Edmonton. In order to manage their inbound and outbound shipments efficiently, the distribution center has strict delivery protocols and policies.






From time to time, the carrier finds loads are being refused upon arrival at the distribution center due to the load having shifted during transit. The receiver at the distribution center is unwilling to repack the load as it would take additional time and create a backlog in the warehouse.



Recognizing that having the driver repack the load inside the trailer would be near impossible and would impact the driver's hours of service, the carrier has limited options to rectify the problem. The carrier needs to consider that the driver time reworking the load impacts his ability to continue on his next trip due to hours of service, carries a risk of injuring the driver due to the continuous and repetitive manual labor required to repack, and may be impractical due to the need for space to effectively rework the entire trailer. Using another carrier to solve the problem creates a potential competition issue as that carrier's sales team may be quick to recognize an opportunity to bid on freight that has been refused.

By working with Edmonton Cross Dock, this carrier is able to have the load worked by trained personnel with no risk of competition. ECD has the facility and staffing to quickly and efficiently unload the entire trailer, repack, shrink wrap, and reload the trailer for delivery, with no risk to the driver or his hours of service eligibility.

**KEY BENEFITS IDENTIFIED:**

-  The shifted load was addressed by trained and competent staff.
-  Load was re-worked with no competition risk to the carrier.
-  The risk of injuring the driver from repetitive manual labor was eliminated, and the driver was able to rest comfortably in the ECD driver lounge while the shipment was re-packed.
-  Driver was able have the issue addressed without concern about Hours of Service violations, and was able to be available on-time for next scheduled load.
-  ECD has no fixed fees for services, and the carrier was able to access the services they needed while only paying for the services required.

