

Accurate shipment routing on site

The Customer Environment

A project owner wants to improve gatehouse operations and product welfare to ensure that orders are routed, moved and stored correctly, even when key pieces of information are missing.

The Challenge

Shipments delivered by carrier subcontractors often arrive with incomplete documentation. When vendors ship to multiple sites at the project site, they may put incorrect consignee information on shipments, such as addressing them to the wrong contractor.

In many cases, contractors must provide escorts to the carrier when shipments arrive and depending on the size of the site, this may involve a 40 minute round trip for the escort. If the shipment is documented incorrectly, the carrier must be escorted to the correct destination, potentially involving another 40 minute round trip. The product may also be subject to additional handling if they are offloaded incorrectly. Each time the product is handled, it increases the possibility of damages and shortages.

The Solution

The project owner, working in conjunction with GARNER, approved a process for a standardized Shipment Reference Number. This standardized Shipment Reference Number includes as one of its components the destination site. This ensures that every shipment without proper documentation will have a Shipment Reference Number to refer to. Confirming this reference number with the carrier on arrival at the site gate ensures that escorts are requested from the correct consignee and travel to and from destinations is minimized.

The Results

Tracking is improved and the collection of product documentation is simplified, overall data integrity is preserved. Receiving productivity is improved by minimizing product handling and avoiding product damage. Overall department efficiency is maximized.

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