



FOURKITES

THE SUPPLY CHAIN EXECUTIVE'S STRATEGY GUIDE:

Reducing Dwell & Detention



Wasted dwell time and detention charges are detrimental to all supply chain stakeholders: drivers' job satisfaction, road safety, and earnings take a hit; carriers' revenue potential declines; and shippers face missed customer appointments, manufacturing bottlenecks and hefty charges from carriers.

Although dwell and detention are prevalent across the industry, supply chain leaders no longer need to settle for the status quo.

In this guide, you'll learn how, with strong collaboration, strategic planning and the proper tools, it's possible to drastically reduce the dwell time and detention charges your supply chain accrues.

DETENTION & DWELL STATS TO KNOW

70% 

Load volumes fluctuated by as much as 70% month to month over the past year, causing delays at facilities worldwide.

7.5% 

Carriers on the FourKites platform were able to reduce detention by 7.5% last year.

4-STEP PLAN FOR COMBATTING DWELL & DETENTION

In the past year, FourKites has **tracked over 19 billion miles** of freight and **gained visibility on over 7 million facilities**, giving unprecedented insight into the causes of and solutions to wasteful dwell and detention. With this four-step plan, you'll be ready to enact the best solution for your supply chain in the coming year.

1 DETERMINE YOUR BASELINE

The measurement of dwell time metrics is a critical first step to identify areas for improvement. FourKites handles this through our custom-designed Dwell Scorecard, a part of our Facility Manager reporting module which provides the ability for individual sites and facilities to analyze historical Warehouse Management System (WMS) data and identify operational bottlenecks.

Some key metrics FourKites includes on the Dwell Scorecard are:




-  Number of loads/appointments
-  Average delay of late loads
-  Percentage of non-compliant loads
-  Percentage of delayed carrier arrivals

With baseline data, you can set target compliance thresholds and identify the loads and facilities that need improvement.

2 FIX ROOT CAUSES

FourKites' research has identified some common contributors to detention within enterprise supply chains.

Before developing your logistics transformation strategy, examine these factors to determine areas for improvement:

-  **Load Complexity**
More complex orders, such as mixed-pallet loads, can contribute to greater delays. Improve efficiency by grouping similar goods, or by scheduling higher-complexity loads to arrive during off-hours
-  **Arrival Times**
FourKites research has shown a direct correlation between high load volume and high dwell times, suggesting that load-balancing initiatives can be key to reducing dwell.
-  **Check-In Procedure**
Complicated check-in procedures can quickly result in bottlenecks. Simplifying check-in or implementing paperless processes are easy ways to lower dwell and detention.

LAND O LAKES

Using FourKites, in conjunction with its existing logistics partnerships, Land O'Lakes **reduced median dwell time by 21% per load** in just three months.

Monitoring the impact of load volume on dwell time and digitizing check-in procedures were both major components of the company's success.

3 → MANAGE EXCEPTIONS PROACTIVELY WITH REAL-TIME VISIBILITY

Supply chain visibility technology can help to significantly reduce dwell times and avoid detention fees by providing receiving teams with information about when a load will actually arrive, regardless of the appointment time.

Here are just a few ways FourKites customers are using real-time supply chain visibility to avoid detention fees:



Prep Dock Staff to Optimize Appointments

Armed with accurate arrival times, staff can be prepared and get drivers back on the road as quickly as possible.



Avoid Fees with Dwell Notifications

Automated alerts can notify end-users of loads accruing significant dwell, allowing them to take preventive action before fees are imposed.



Maximize Process Improvements with Data

Leverage analytics to monitor performance across shipping sites, customers, carriers and lanes, allowing teams to test process changes and gain confidence in their solutions.

pixelle
SPECIALTY SOLUTIONS™

Specialty paper manufacturer Pixelle Specialty Solutions **reduced dwell times by 20%** within the first eight months of leveraging real-time visibility from FourKites.

4 → ANALYZE PERFORMANCE AND CELEBRATE SUCCESS



Review tracking data to verify chargebacks from carriers. Having a single, unbiased system of record for shipment arrival times can significantly reduce disputes and help shippers achieve considerable savings on undeserved detention fees.



Strengthen partnerships with high-performing carriers and consider incorporating providers from the FourKites Premier Carrier list into your next transportation procurement cycle.



Quantify improvements by continuously revisiting the metrics you established initially.

Smithfield

Smithfield uses FourKites as a single source of truth for arrival times, enabling the company to **successfully challenge over 30% of detention requests** per quarter.

Reducing detention is one of the best ways to drive waste out of your supply chain and improve profitability. By providing logistics professionals with the data and tools they need to improve processes, you will reap tangible value across your end-to-end supply chain.

Learn how FourKites can help you build a more agile and efficient supply chain. Contact us to get started at www.fourkites.com.