



# Working With Unloading Professionals

Identifying improvements in Dock Handling productivity and efficiencies that lead, not only to cost reductions, but a more predictable and visible Receiving Dock environment.



freight handlers inc.

# Working with Unloading Professionals

Why are we here?

Where did we come from?



freight handlers inc.

# Regulatory Reform !

- De-regulation of the ICC –  
*Trucking Industry 1980's*
- How your CPG products were shipped & received prior to de-regulation



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# Pre-deregulation Trucking:

Regular route & Irregular route  
common carriers

Shipments / Products moved on “Delivered” terms

- Product cost
- Transportation
- Receiver’s Ti-Hi, to suit Receiver’s pick-slots



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# Pre-deregulation Trucking:

Typical Truckload Shipment (< 500 miles):

Day 1 – Local driver loaded

Day 2 – Line-haul driver, terminal-to-terminal

Day 3 – Local driver delivered

**Three Drivers!** – Daily wages and associated equipment costs, plus overhead and margin.



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# '80's Regulatory Phase-out:

De-regulation freed up the entry requirements of  
“Public Need and Necessity”

**Birth** of the Truckload Contract Carrier industry –  
“non-union”:

JB Hunt, Schneider, Swift, Heartland, MS Carriers  
and many, many more.



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# '80's Regulatory Phase-out:

Inclusion / introduction of:

CPU – Backhauls

Private Fleet

**GRAVEYARD** of transportation companies:

Mclane, Carolina, Pilot, Thurston, Akers,

Associated Transport, Brown, Jones and many

more – ½ Million Teamsters



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# Truckload “Contract” Carriers

Lower cost non-union

Eliminated terminal-to-terminal:  
Pick-up driver & delivery driver

Reduced delivery time by two thirds

Reduced cost by 50%

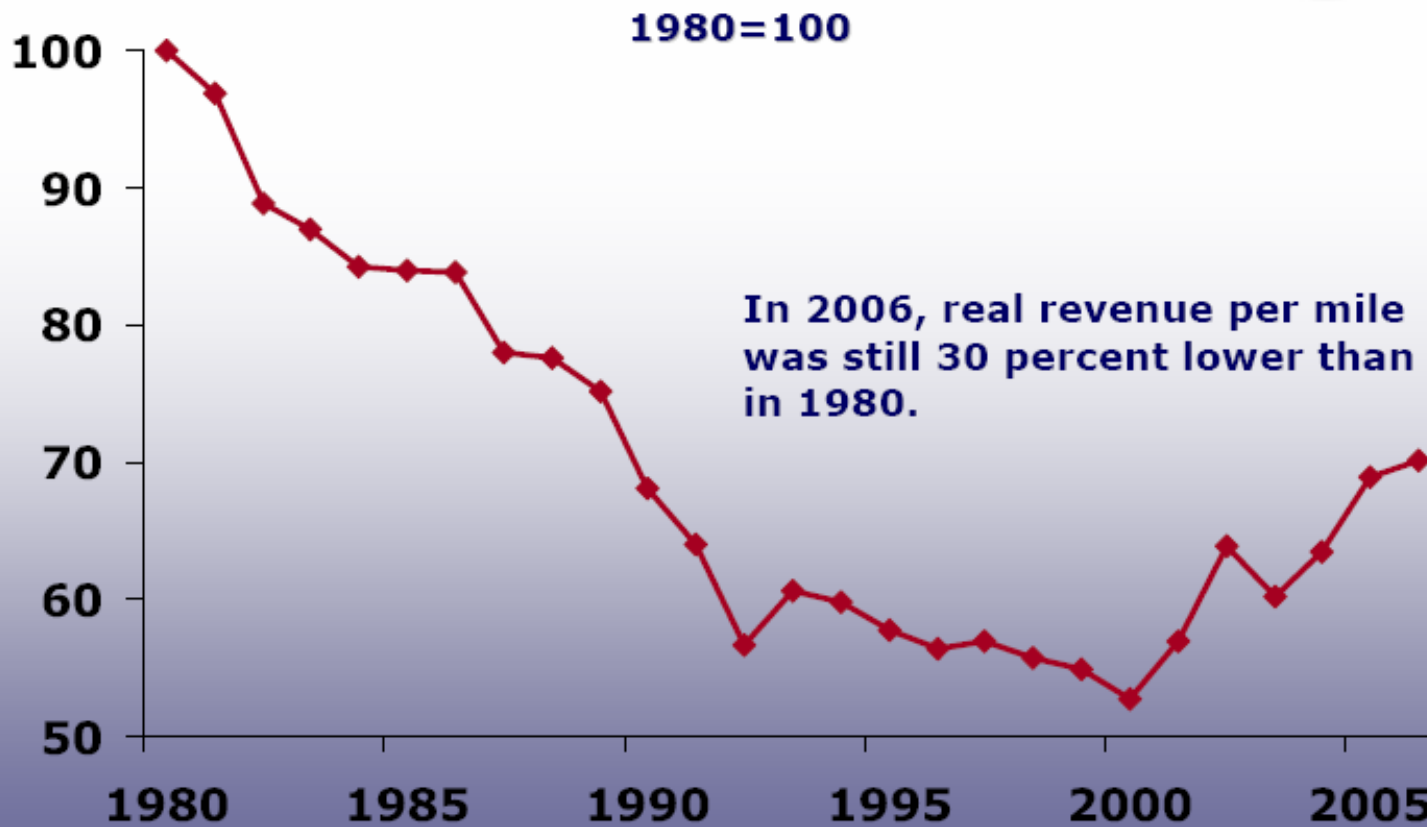




Good stuff.



## Real Revenue per Mile



Source: ATA



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# Terms?

CPG *Delivered* terms *still in place* –  
“Driver unload” to Receiver’s Ti-Hi,  
pick slot / warehouse configuration.



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# Results:

Driver fatigue

Accident escalation

Public safety issues

Increased insurance costs

*Independent free-lance lumping exploded across the CPG delivery landscape from the '80's into the early '90's.*



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# American Trucking Assoc.

ATA – Lumper Task Force formed 1990

The light went on and FHI was formed,  
others followed...



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# Phase I – Unloading Services

Early-to-late '90's:

Competing with & replacing independent  
“lumpers”

Primarily collecting fees from delivering  
drivers

Consistent activity-based pricing was born



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# Phase II, Today:

Unloading

Information

Technology

Visibility & Collaboration

Solutions & Results

Rapid  
Pass™



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# Unloading

4 Million-plus cases daily

More than 1.3 Billion cases annually

Direct Invoicing Relationships

- 135 Vendors & growing (*preferred*)
- 180 Carriers



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# FHIQ™

Handheld computers

Pre-populated data

(PO, Vendor, Vendor ID, cases, items, etc.)

Data Integrity & Accuracy

Time-stamped transactions

Bar-code scanning



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# Information

## Load-handling characteristics

(Pallet count, Layers of breakdown, Restacks, etc.)

## Restack *cause* details

(Leaning/shifted, Bad pallet, Damages, Ti-change)

## Unloading time

(Contracted to unload, start & end)

## Pricing / cost details

FHIQ.com – web reporting portal



# Visibility & Collaboration

## VIS – Vendor Information Services™

Assisted more than 30 vendors during the past year to:

- Improve unsaleables / damages  
FMI / GMA / FPA initiative
- Improving quality / productivity  
upstream
- Improve scorecard performance



# VIS™

## Level 1. Rejected case reporting

collect data from BoL's and provide summary info

## Level 2. Picture Capture

photograph & comment on delivery issues

## Level 3. Restack Investigation

identify, document & report causes of issues

## Level 4. Unloading Study

detailed analysis of issues with customized reporting

## Level 5. On-site Consulting (mfg, dist., 3pl, carrier)

drill down supply-chain to root causes



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# Solutions & Results

Significant reduction of damages

Improved receiving productivity

Reduced carrier / driver detention and dock times

Rapid Pass™



# Beyond Today... imagine



# Beyond Today... imagine



6/1/07	PO A1234-41b	Advanced Load Rating	
SKU	Cases	Breakdown	Pallets
12345-67890	220	2 layers	1 makes 2
12345-67090	192	1 layer	1 makes 2
12345-07112	500	no touch	10 makes 10
12345-85501	576	3 layers	12 makes 24

Total breakdown: 1.625

Rated at: 2 layers

Unloading Price: \$XX.00

Paid by: Invoice to "ABC Mfg."



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# Our Mission:

Improve your costs

Improve your productivity

Improve your associate / shareholder value

Be your industry standard



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# You are our Customer!

## Thanks for the opportunities!

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