

A Conversation with Doug Smith


Group General Manager,
CJ Logistics Transportation

Executive Brief

Read more about the challenges CJ Logistics faced, and how they are now saving 204 hours per month with their back office staff, dispatchers and drivers as a direct result of PortPro's TMS. That adds up to nearly 2,500 hours per year. They are enjoying the full transparency into their supply chain, the ability to regularly run reports, have accurate invoicing, and overall productivity gains — enabling them to free up their time for more growth.



 100+
Company Size (Drivers)

 Des Plaines, Illinois; Rural Hall, NC;
McDonough, GA; Many More
Location

 6+ Years
Years in Business

 Asset and Brokerage
Transportation Company
Type Of Company

Doug Smith

Group General Manager of CJ Logistics
Transportation

Introduction

Doug Smith is the Group General Manager at CJ Logistics Transportation, a full service transportation company providing truckload, dedicated, LTL, drayage, spotting and brokerage operations in major markets across America. They specialize in solutions for regulated industries such as food and beverage, consumer packaged goods, healthcare and medical supplies, and tire and automotive.

I. Challenge

A little background — we have about 80 tractors operating, and over 100 employees. In the drayage market, we have an asset group operating from Southern California, as well as a brokerage. Both groups use PortPro's platform. When I started with the company three years ago, everything was managed on spreadsheets. With a manual process came delays, difficulties with visibility, tracking trucks, making appointments at the ports, and more. We were paying tons of money from demurrage and per diem fees. We knew we had to make a change to gain visibility into our entire operation and operate more efficiently. The bonus is the extra time saved that can be applied to other projects. Communication with drivers was always a challenge relying on the driver's cell phone and different dispatchers not necessarily knowing what the other drivers were doing.

I interviewed 17 (I know, it's crazy!) different companies over the course of 6 months – PortPro was the very first one. All the others did not do what we needed and I came full -

circle back to PortPro. The majority of them operated from older systems that really didn't do what we needed for supply chain visibility, and to capture all the information timely and accurately. PortPro checked off all of my boxes – and continues to develop new features like appointment-setting that make our life so much easier.

What are your top three favorite features about PortPro?

#1 Dispatch pick – where you can select the best driver for the load type. That's really nice to have because it puts the work right in front of everyone and gives us the best driver or the next best driver.

#2 The driver app takes - takes the workload off the office. The driver doesn't have to worry about paperwork. At the end of the day, everything is already in the system. So you don't have all that back-office work that saves countless hours each week. We get full visibility into everything including: delays in the driver's schedule; shipment delays; container locations and availability; and potential areas for fines.

#3 Appointment-setting feature - this eliminates the need to log into multiple websites to book & manage appointments, and then transfer that information back and forth to where we manage loads. Now we manage loads from one location and get instant updates on our appointment status.

II. The Onboarding Process

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III. Results – Biggest Savings to Date

We are saving all the extra money that went out the window from fines, but the biggest savings has been time. On average, **we are saving 204 hours per month between back office staff, dispatchers and drivers**. It's not only the savings, but it's the opportunity cost that those hours could be applied to something that's going to help grow the business.

There are many other results we are already seeing –

1. Full transparency into our supply chain and ability to seamlessly run reports.
2. The ability to have clean data impacts our reporting. PortPro also helped us with our financial data uploads. They were not integrated with our financial system but they built a report for us to import into our ERP, saving us a bunch of time from doing manual manipulation.
3. We now know that our invoices are accurate and we have the ability to track late payers.

4. Productivity wise, we have an instant view of what's going on in our driver's day and our own dispatch operation. This helps us to resolve potential conflicts.

Eliminating the administrative costs and adding visibility is a game-changer for us. Plus, PortPro is regularly coming out with new features that make it easier for us to operate and focus on growing our business.

CONTACT US

Ready To Elevate Your Drayage Business?

Talk to your dedicated CSM or Sales Rep now to explore how our solutions can transform your business, or take the first step by [requesting a demo](#).