



# Simpler, Smarter Dock Management

As technology progresses in the material handling industry, facilities are seeking more ways to streamline and improve their operations. For years these companies have realized the benefits of incorporating programs such as Warehouse Management Software (WMS), but have still been left in the dark at their loading docks.

Many companies have been trying to find ways to not only recognize the current loading activity at their docks, but also analyze that activity for areas of improvement. With recent investments in technology by loading dock equipment manufacturers such as Systems LLC, companies are now given the ability to connect their loading docks to the cloud with a dock management software.

“We have companies ask us all the time, ‘Is there a way to see how long a leveler is deployed? Or if a door is left open after the truck leaves?’” says Brett Lindstrom, Director of Marketing and Connected Experience at Systems LLC. “With the introduction of iDock® Controllers and myQ® Dock Management, now the answer is Yes!”

Even as months pass through the COVID pandemic, shipping demand has never been higher. Fast truck turn times at loading docks are important now more than ever. So how can a facility improve these times? Or ensure

they’re maintaining current time metrics set? Connecting the docks online and utilizing a program such as myQ Dock Management can help.

## *Monitor Current Loading Activity*

Having a real-time insight of activity at the loading dock allows a facility to be proactive in managing their operations. Start with the arrival of a truck. If the loading docks are connected to a dock management system, the personnel checking in that driver can immediately see what docks are available and assign the new trailer information to that dock.

For those docks that have a trailer present, how are supervisors able to truly know how long that trailer has been sitting there, or how long loading has actually been?

“Believe it or not, even facilities with more than 10 docks we still see using dry erase boards to record current load times,” Lindstrom says. “Once they try out myQ for the first time, they instantly see the benefits of having these times automatically recorded online and accessible from any device.”

With a dock management software, a facility can even have a large monitor mounted near the loading docks or shipping

and receiving office that will display an overview of the real-time status of all the docks. This gives all personnel the opportunity to see where trucks are at, what load times are, and if there are any safety or efficiency alerts.

But it's not just the visibility of those current load times. Supervisors also want to be alerted of any trailers that are taking too long to load or have gone into detention. Text or email notifications can be sent to the proper personnel, at which point corrective action can be taken to improve loading efficiency and avoid potential detention fees.

## Analyze Loading Efficiency and Expenses

Beyond the values of utilizing dock management to monitor current loading activity, companies are always looking for ways to analyze their operations over time and make any improvements they can. Up until recently, companies have been limited as to what they can analyze at their docks. They might be able to see when products were shipped or how long a truck was at a dock, but what happened while that truck was there?

"By connecting our dock equipment online to myQ Dock Management, we've been able to show customers their amount of wasted dwell time from when a truck arrives to when dock personnel actually begin loading, or when loading is complete and the truck is still sitting there," says Jeff Schulze, VP of National Account Sales and Marketing for Systems, LLC. "That total dwell time adds up and can easily be evaluated for improvements in loading operations."

Truck turn times and load times can be compared across all docks during any period, or even analyzed by each individual truck session. This gives a manager the ability to ensure time metrics are always achieved or review any issues in loading that may have occurred.

For those companies faced with constant detention fees from carriers, how can a company accurately cross reference those charges with time-at-dock records? Even if a truck was truly at the dock the entire time, why did it continue to sit there for 45 minutes after the door was closed and restraint was released? These are areas that can now be evaluated by connecting loading docks online to a dock management software.

If a facility chooses to track carrier or trailer information, they can even run various reports to see average or total detention fees incurred by carrier or by dock. These reports can help with more accurate records, as well as determine what changes need to be made to reduce future expenses.

## Ensure Safe Operations

In addition to improving loading efficiency, all companies should strive to maintain a safe workplace. When it comes to the loading docks, installing vehicle restraints with a light



**Online Reports**  
help enhance loading dock efficiency, improve load times and reduce detention fees.

communication package is the most effective way to prevent a trailer from prematurely leaving and keeping it secured to the dock during loading. But how do you ensure that those restraints are properly used?

Connecting this dock equipment to the cloud with a dock management software allows any supervisors or management to review all truck-at-dock sessions and confirm that a restraint was engaged on the trailer during loading. The program could even send a text or email alert to the necessary personnel anytime a restraint is in bypass or a leveler is deployed without a restraint engaged. These alerts and reports allow staff to take corrective action and help prevent any future accidents.

Whether a company wants to prioritize safety, improve efficiency, or reduce expenses, installing loading dock equipment with **iDock Controls** and connecting them to **myQ Dock Management** will help any facility achieve its goals and enhance its loading dock operations. iDock Controls are available with Poweramp, McGuire, and DLM loading dock equipment. For more information, visit [LoadingDockSystems.com/Dock-Management](http://LoadingDockSystems.com/Dock-Management) or call 800-643-5424 to speak with a representative.

**myQ<sup>®</sup>**  
**DOCK MANAGEMENT**