

Everyone Wins with Seamless Appointment Scheduling to Keep Goods Moving on Time

Coordinating the movement of shipments across the supply chain is like choreographing a complex dance between the companies shipping the goods, the carriers moving the product, and all other interested parties, including the customers expecting their shipment to be delivered on time. Scheduling third-party carriers and logistics service providers to deliver this elegant performance often remains a primarily manual process that can be complex and time-consuming, leading to errors.

Collaboration for the industry

Appointment scheduling is a significant friction point for carriers, brokers, and shippers alike. Complex and nuanced appointment scheduling processes lead to inefficiencies when procuring and managing appointments across the freight industry. E2open is one of the industry-leading supply chain solution providers that serves as a voting

member of the Scheduling Standards Consortium, whose aim is to simplify the integration of systems across the fragmented ecosystem that exists today. By establishing a standard set of communication protocols, shippers, carriers, and intermediaries will be able to connect more seamlessly with each other's systems, enabling efficient data sharing and greater efficiencies across the supply chain.

Consistent standard API to drive efficiency

Scheduling logistics movements and interface fragmentation are significant challenges among carriers, brokers, and shippers. As the industry relies increasingly on an integrated network of providers and solutions to manage the end-to-end lifecycle of each shipment, it's vital to define and share a consistent data architecture and application programming interface (API) standard for the distribution of scheduling information.

The delivery of a standard communication integration for scheduling allows companies to work seamlessly with their partners, eliminating barriers that have long hindered efficient data sharing among shippers, carriers, and brokers. The SSC's API-based approach allows companies to access the latest data and make intelligent decisions to increase efficiency, reduce empty miles and waste, lower costs, and improve service outcomes. As each company aligns with these standards, the industry can better orchestrate freight needs with data-informed systems.



Advantages for all

The objective was to develop a standard that would allow scheduling systems across the freight industry to consistently and efficiently communicate with one another. The logistics industry is modernizing at an incredible rate, continually improving conditions for seamless digital communication between systems. Standardizing this communication now promises substantial future benefits. The goal is for all stakeholders — brokers, carriers, shippers, and receivers — to recognize the value that these standards provide and embrace them so all parties can save time and money and, ultimately, deliver value for their customers.

Key features

- Connection to the transportation management system (TMS) that a carrier can use to schedule appointments via integration
- Real-time communication for the most up-to-date appointment information to ensure alignment and transparency between all appointment stakeholders
- Configuration of rules and validations to provide accurate appointment booking information aligned with shipper business practices
- Enables the carrier system to retrieve available appointment times for a specific shipment
- Enables the carrier system to request an available appointment time and receive instant confirmation for that appointment

Key benefits

- Reduce lead times and expedite shipment preparation by streamlining the appointment booking process. (Shippers)
- Gain real-time insights into dock activity and easily manage appointments, minimizing disruptions and rescheduling. (Shippers)
- Foster stronger partnerships with carriers by providing a standardized, efficient, and self-service scheduling experience. (Shippers)
- Simplify carrier integration – standardized API connections eliminate the need for multiple logins and manual data entry
- Improve appointment accuracy and reduce errors with a single source of truth and centralized scheduling data.
- Increase operational efficiency so carriers can optimize driver schedules and mitigate facility congestion by using real-time facility data



Automated appointment scheduling using standard APIs brings more cohesion and resiliency to the movement of goods, making booking and managing appointments easier, optimizing processes for carriers, shippers, and receivers, and driving operational efficiencies for the industry.

About e2open

E2open is the connected supply chain software platform that enables the world's largest companies to transform the way they make, move, and sell goods and services. With the broadest cloud-native global platform purpose-built for modern supply chains, e2open connects more than 480,000 manufacturing, logistics, channel, and distribution partners as one multi-enterprise network tracking over 16 billion transactions annually. Our SaaS platform anticipates disruptions and opportunities to help companies improve efficiency, reduce waste, and operate sustainably. Moving as one.™ Learn More: www.e2open.com.

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