



# Inbound Quality Program

Driving Better Compliance, Efficiency, and Load Quality at the Dock.



Capstone's **Inbound Quality (IQ) Program** sets clear shipping standards and verifies every inbound load to enhance compliance, reduce inefficiencies, and ensure high load quality at distribution centers.

## How It Works



### Image-Based Violation Capture

On-dock auditors inspect each load for appointment, condition, and fulfillment issues. Photos are captured and tagged via our mobile app and instantly uploaded for manager review.



### Streamlined Violation Approval Process

Every violation is routed through Capstone's Compliance Tracking Portal for approval or rejection. If not reviewed within a week, approvals are automated.



### Data Delivery & Insights

Violation data flows directly into a partner's accounts payable system for short-pay processing. Reports are submitted weekly and integrated into Capstone Insights for full visibility.



# What We Check



## Appointment Compliance:

No-shows, late arrivals, missing BOLs



## Load Condition:

Damaged pallets, temperature issues, pest/odor, freight shifted



## Fulfillment Accuracy:

Wrong product, incorrect UPCs, overages/shortages

## Key Features

- + Photo-capture with auto-placards and freeform comments
- + Direct AP system integration for faster chargeback processes
- + Configurable exemption rules for vendors, load types, and more
- + Enhanced data collection and audit security
- + Mobile/tablet functionality, offline access, and auto-approvals

## Partner Benefits



New revenue stream through chargebacks



Higher quality inbound loads, fewer restacks



Improved PO completeness and order accuracy



Reduced dock congestion and detention



Time savings for site leadership and clerks



More leverage for vendor negotiations

## Real Results: Case Study Snapshot

**PARTNER:** Major Food Service Distributor

**CHALLENGE:** Streamline compliance without disrupting operations

**SOLUTION:** Standardized audits, dedicated on-site auditors, human-centric workflow

**SITES:** 20 Unloading Locations

### RESULTS

**2,059** fewer violations – saving ~3 minutes each

**51** more truckloads processed per month

**32%** reduction in bad pallets violations

**\$92.5M** recorded violations per year

**\$40.8M** approved chargebacks per year



**Schedule a Meeting Today!**

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