

Smarter Inbound. Stronger Supplier Relationships.

When our partner set out to transform how they managed inbound unloading and vendor compliance across their network, they weren't chasing more fines; they invested in better partnerships. With Capstone IQ and full-service inbound unloading, they found a scalable way to improve inbound efficiency, change vendor behavior, and support the small suppliers they value most.

CASE STUDY

Inbound Unloading

Full-Service Unloading | Capstone IQ | Pay for Performance

The Challenges



Disjointed inbound processes and inconsistent data collection systems across the distributor's operations, along with legacy networks from acquisitions, made it difficult to get a clear picture of their inbound unloading efficiency.



Our partner was experiencing frequent inbound freight issues included BOL discrepancies, UPC violations, misrouted loads, and late/no-show deliveries. But manual, paper-based vendor check-ins limited visibility, making it difficult to proactively guide vendor compliance, change behaviors, and improve supplier relationships.



Traditional fee-focused compliance programs, outdated labor hiring and training models, and last-century data collection methods all conflicted with the company's values. They sought a new, tech-enabled, scalable way of conducting operations that would support growth, unify processes, and improve outcomes.

Schedule a
Meeting Today!



Results



98%+
inbound
deliveries without
penalty



13,000
loads processed
per week



<3%
network-wide
violation rates



60+
DCs



\$1.9M
Improvement to
program YOY

Our Approach

End-to-End Unloading Support

Capstone deployed trained, performance-incentivized teams across our partner's DCs to manage all inbound activity, from scheduling and unloading to receiving and put-away, ensuring predictable throughput and consistent execution.

Capstone IQ Implementation

Using tablets and real-time image capture, Capstone IQ digitized the check-in and violation resolution process. This replaced manual paperwork with a transparent, efficient system that eliminated paper logs and streamlined short-pay approvals. This new seamless, auditable workflow reduced delays and disputes.

Expanded Insight Sharing and Tracking

With a central platform aggregating behavior across our partner's entire network and encompassing all vendors and locations, Capstone IQ began surfacing trends and vendor behaviors. These insights helped the distributor identify common issues and coach vendors to improve. This enabled collaborative problem-solving and smarter decision-making at scale.

Supplier-Centric, Partnership-Driven Compliance

Capstone partnered with the distributor to launch an innovative compliance program where their preferred suppliers would be able to access data and avoid most penalties. Vendors opt in, and as long as their violations stay low, they avoid fees. The model focuses on changing behavior, not collecting revenue, making compliance a cooperative, not punitive, process.



Our Solution



Performance-Driven Unloading

Capstone's full-service inbound teams manage dock scheduling, unloading, receiving, and put-away using our industry-unique pay-for-performance model. This approach ensures consistent throughput, reduces operational downtime, and delivers measurable efficiency gains at every dock. Our pay-for-performance model also meets our partner's goals for employee retention and advancement opportunities.



Digital Check-Ins with Capstone IQ

Outdated paper logs were replaced by tablet-based check-ins and image capture. With IQ, drivers check in quickly, violations are documented visually, and approvals are routed in real time. This digitized workflow accelerates dock operations and minimizes errors.



Real-Time Visibility and Insights

The Capstone IQ platform aggregates inbound data across all 60+ DCs, creating a centralized view of vendor performance. Our partner can identify trends, target problem areas, and share actionable insights with suppliers, strengthening alignment and reducing repeat issues. Performance data from dock teams across their network also provides insights on operational efficiency as a whole.



Supplier Excellence, Not Penalty Revenue

Through their preferred supplier program, the distributor gives vendors access to performance data and waives compliance fees for those in good standing. Capstone IQ still tracks every violation, but the focus is on behavior change, not fee collection, to support long-term supplier success. Data-sharing empowers suppliers to invest in coaching or training for freight loaders and drivers, ultimately strengthening businesses and reducing damaged goods across the country.



Built for Scale. Designed for Partnership.

Capstone's integrated unloading solution with embedded compliance model operates seamlessly across our partner's entire network. Our solution reflects their values—supporting small suppliers, reducing friction, and improving inbound execution without upending vendor relationships.

Schedule a Meeting Today!



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