

THE CHALLENGE:

# OTIF Charges from Delayed Check-Ins

## TMS Debunks OTIF Charges with Proof of On-Time Delivery

A national meat shipper supplying major retailers was being penalized with recurring OTIF fines. Which would have been understandable **IF THE TRUCKS HAD ACTUALLY BEEN LATE.**

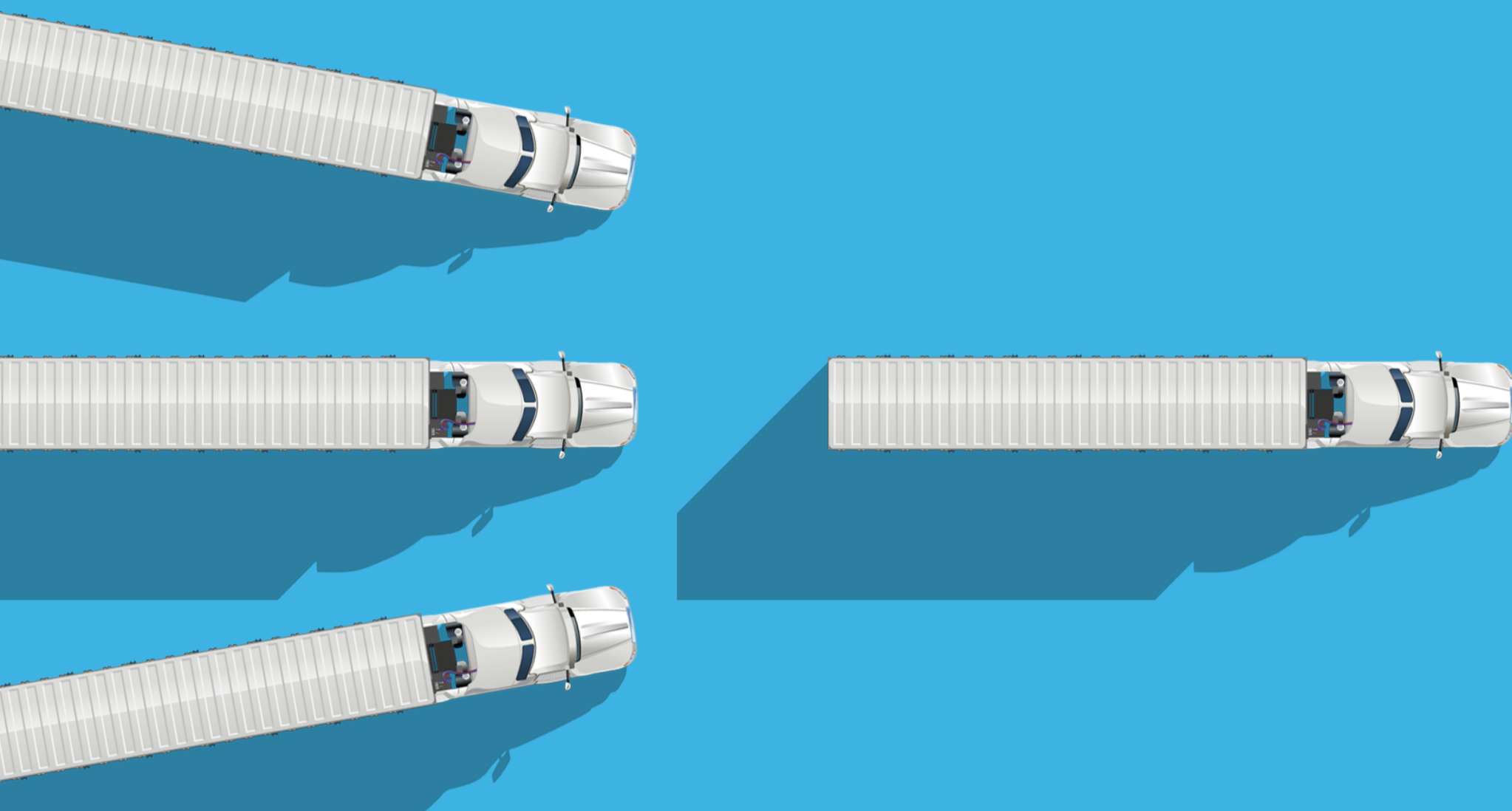


# THE SITUATION

9:15

### TRUCK ARRIVAL

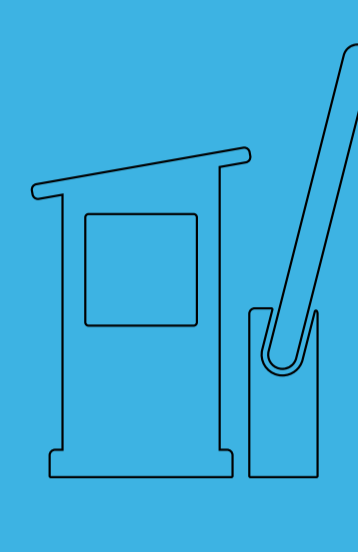
A driver delivering refrigerated beef arrives at a large retailer's DC at 9:15 AM, ahead of the 9:30 AM appointment window.



9:45

### DELIVERY BOTTLENECK

The guard shack is backed up and the driver isn't processed until 9:45 AM.



9:45

### MISRECORDED CHECK-IN

The retailer's system logs the driver's arrival at 9:45 AM, outside the compliance window.



### OTIF PENALTY ISSUED

The retailer flags the load as "late," issuing an OTIF fine.

### PROBLEM

Shipper had no way to prove the driver was on site at 9:15 AM, so they are forced to absorb the cost.



### IMPACT:

## UNFAIR OTIF PENALTIES

Unfair OTIF penalties ate at the shipper's margins, strained the retailer relationship, and frustrated drivers who showed up on time, but couldn't prove it.



# THE SOLUTION

The shipper starts using smart technology fully loaded with real-time visibility and geo-verified tracking on every load.



### GEO-TRACKING EVIDENCE

XTMS records the truck's GPS location at 9:15 AM, proving it has arrived at the DC on time.



### INSTANT ALERTS

Operations team receives a notification of the discrepancy before the load is marked late.



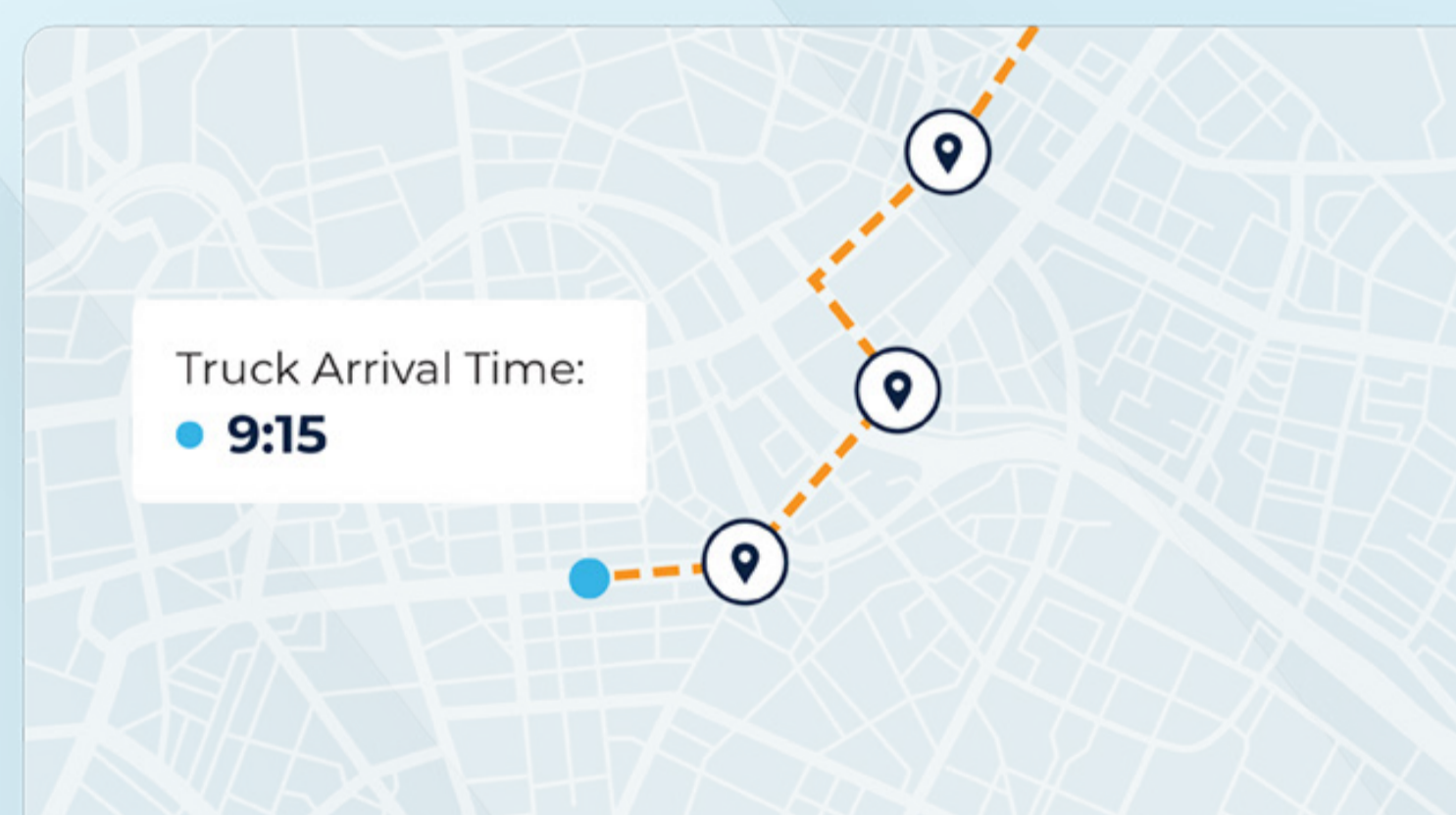
### LONG-TERM PROTECTION

Shipper now uses XTMS reports to dispute unfair penalties, coach carriers, and build trust with retail partners.

- ARRIVAL TIME 9:15AM
- CHECK IN 9:45AM
- GUARD SHACK DELAYS

### EVENT TIMELINE

XTMS automatically creates a timeline of events, showing the gap between driver arrival and guard shack check-in.



### DISPUTE RESOLUTION

The shipper's dedicated account team at DLX submits the TMS geo-tracking report as proof. The fine is overturned.

### OUTCOME:

## A TOTAL OF 18 LATE FEES OVERTURNED.

Saving our shipper between \$5400-\$9000 in OTIF fines, stronger retailer relationship, and peace of mind for drivers and managers.

18 LATE FEES OVERTURNED

\$5400-\$9000 IN OTIF FINES SAVED

