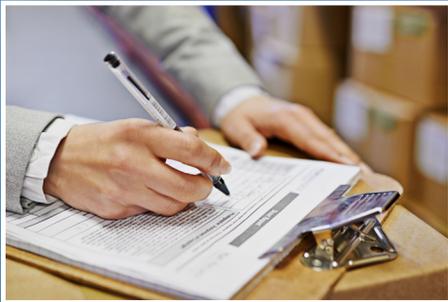


# DRIVING DELIVERY EXCELLENCE: HOW VENDOR NON-COMPLIANCE SOLUTIONS TRANSFORM EFFICIENCY AND PROFITABILITY



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Across today's high-volume distribution center inbound docks, every late arrival, missed appointment, and unscheduled exception quietly erodes margin. A well-structured delivery compliance program transforms these pain points into measurable gains, creating accountability, improving on-time performance, and turning data into actionable insight.

In this white paper, we demonstrate how implementing a vendor non-compliance service can deliver significant cost savings, operational efficiency, and improved service reliability across the supply chain.



## KEY TAKEAWAYS

- Vendor non-compliance services generate short-term ROI through cost recovery and long-term ROI through efficiency improvements.
- Consistent enforcement changes carrier behavior, reducing late arrivals and dock congestion.
- When powered by technology like EAC+™, Eclipse Advantage Compliance Plus, removes obstacles to executing improvement programs where non-compliance becomes a continuous improvement tool rather than a penalty system.



## THE COST OF MISSED APPOINTMENTS

Inbound logistics teams face a constant balancing act: maintaining schedule integrity while navigating carrier variability, traffic delays, labor productivity and unpredictable inbound volume. Each missed delivery appointment can disrupt multiple touchpoints like labor scheduling, dock efficiency, and receiving throughput.

Historically, these events were tracked manually through spreadsheets, emails, and phone calls. That approach created inconsistencies, poor reporting, and made it difficult to prove or prevent recurring issues. A structured vendor non-compliance service changes this dynamic creating a scalable, unified, measurable process that protects both revenue and efficiency.

# FROM PENALTY TO PERFORMANCE: A NATIONAL GROCERY RETAILER'S EXAMPLE

In 2013, a national grocery retailer partnered with UChain (now Eclipse Advantage) to launch a delivery compliance initiative led by Tim Wells, then Director of Corporate Traffic. The goal: address costly inefficiencies caused by late arrivals, missed appointments, and unscheduled deliveries—issues that disrupted dock flow, strained labor planning, and reduced overall network reliability.

To create clarity and consistency, the program established standardized fee structures:

- **\$500 FOR NO SHOWS**, defined as trucks that scheduled an appointment but failed to check in during the receiving shift—or cancelled/rescheduled fewer than two hours prior.
- **\$300 FOR UNSCHEDULED ARRIVALS**, defined as trucks arriving without a confirmed One Network appointment.

Alongside policy implementation, UChain provided end-to-end operational execution: capturing exceptions in real time, validating accuracy, processing chargebacks, and returning verified reports to the grocery retailer's team.

This combination of structure and execution quickly delivered results. When the program launched in Q4 2013, approximately 5.3% of loads were out of compliance across all operational sites. Year after year, that percentage steadily declined, clear evidence the program successfully drove behavior change and reduced operational disruption. As compliance improved, so did network efficiency: fewer surprises at the dock, less idle labor, and smoother scheduling.



***"It was pretty straightforward,"***

said Tim Wells, former Director of Traffic.

*"UChain did all the hard work capturing the data, entering compliance, collecting the fees, and getting it back to us. My role was making sure we enforced it consistently. The real value was how it changed carrier behavior."*

By aligning structure with accountability, the program delivered more predictable dock scheduling, reduced idle labor, and lowered rescheduling costs, driving measurable efficiency gains across the supply chain.



## **THE OPERATIONAL AND FINANCIAL IMPACT OF ON-TIME DELIVERIES**

Before diving into the quantified metrics, it's helpful to understand how on-time deliveries impact operational and financial performance at the distribution center. When trucks arrive as scheduled, associates stay on task, dock doors and equipment are fully utilized, and inbound inventory can be put away promptly, reducing congestion and the need for excess safety stock.

Predictable arrivals improve labor efficiency, support smoother carrier turnaround, and help maintain high service levels. In short, consistent delivery performance makes operations leaner, more predictable, and financially more efficient, setting the stage for measurable ROI from a structured vendor non-compliance program.

# QUANTIFYING THE VALUE OF VENDOR NON-COMPLIANCE SOLUTIONS



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VALUE AREA	HOW IT DELIVERS ROI	OPERATIONAL IMPACT
Labor Efficiency	Keeps associates and docks fully utilized	<ul style="list-style-type: none"> <li>▼ Idle Time</li> <li>▼ Overtime</li> </ul>
Inventory Optimization	Predictable inbound flow supports lean inventory models	<ul style="list-style-type: none"> <li>▼ Holding costs by 5–15%</li> </ul>
Cost Avoidance	Fewer reschedules, detentions, and chargebacks	<ul style="list-style-type: none"> <li>▼ \$50–\$200 per hour saved</li> </ul>
Supplier Reliability	Improves vendor adherence to scheduling standards	<ul style="list-style-type: none"> <li>▲ On-time arrivals</li> </ul>
Data Credibility	Standardized capture reduces disputes	<ul style="list-style-type: none"> <li>▼ Manual effort</li> <li>▼ Reconciliation errors</li> </ul>



## THE LIMITATIONS OF LEGACY PROGRAMS

Many vendor non-compliance services still rely on manual entry and disjointed systems that create delays between field reporting and final billing. Without real-time visibility, operations teams struggle to validate exceptions, finance teams spend hours reconciling disputes, and leadership lacks a true picture of carrier performance.

### This fragmented process leads to:

- Inconsistent documentation
- Slow turnaround on chargebacks
- Limited insight into root causes
- Reduced accountability across the delivery chain

**Modern operations require a more connected, data-driven approach.**

## EAC+™: THE NEXT EVOLUTION OF VENDOR NON-COMPLIANCE MANAGEMENT

**EAC+ (Eclipse Advantage Compliance Plus)** digitizes the entire vendor non-compliance workflow into a single solution, supporting real-time field reporting, structured review and approval, and downstream billing validation. Managed by Eclipse Advantage auditing teams, the service is designed to help organizations improve accuracy, consistency, visibility, and efficiency in how delivery exceptions are captured, reviewed, and resolved, while building vendor confidence through standardized, auditable processes. **Core Capabilities:**

- Real-time exception capture with photo and document evidence
- Automated workflow routing for consistent review and approval
- Centralized analytics for trend visualization and recurring issue tracking
- Secure integration with WMS, TMS, and ERP systems
- Continuous improvement with AI for predictive insights and process optimization

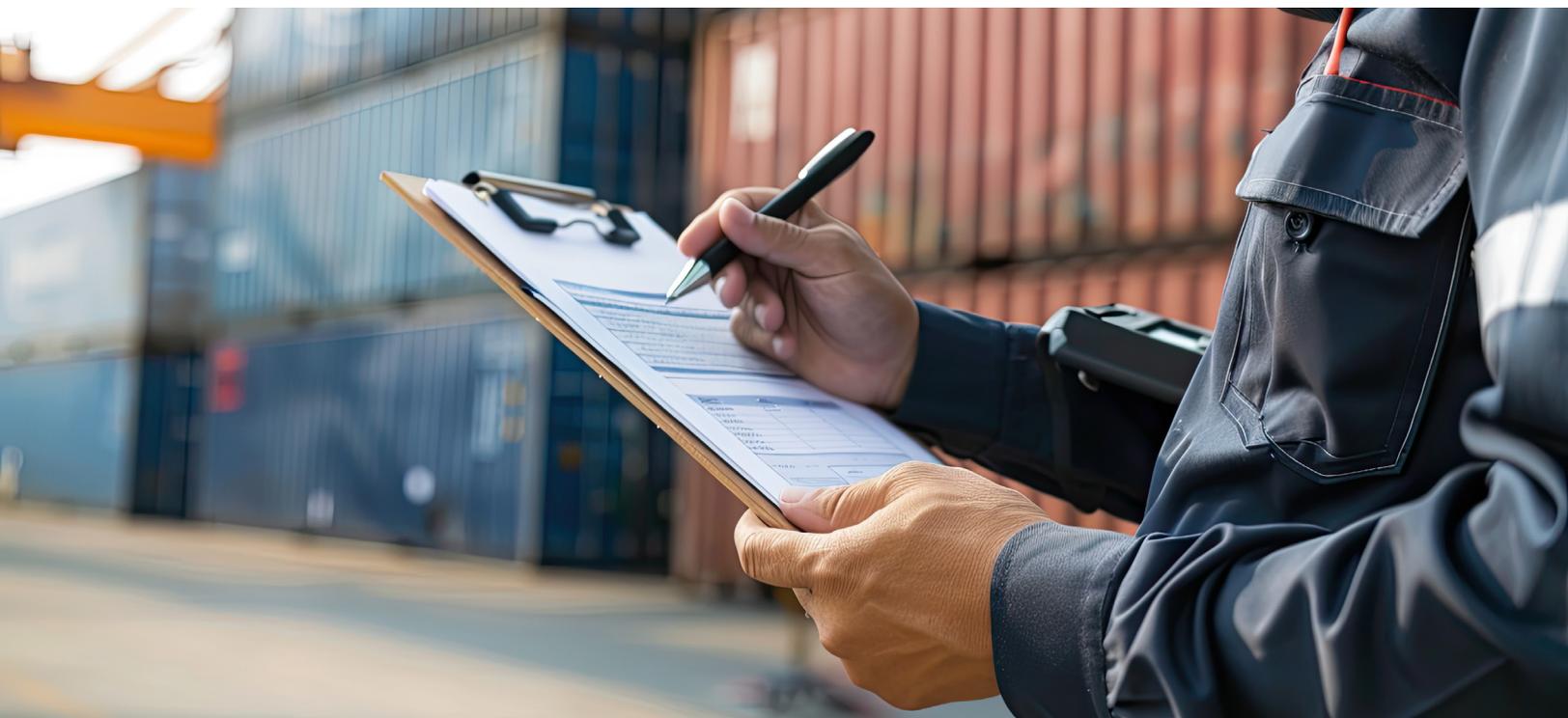
By unifying non-compliance capture, validation, and billing, EAC+ delivers traceable, auditable results, reducing disputes, shortening turnaround time, and providing operations leaders with clear visibility into compliance performance. Standardized workflows support greater vendor confidence when claims are reviewed and presented.



## WHERE VENDOR NON-COMPLIANCE MEETS CONTINUOUS IMPROVEMENT

Effective vendor non-compliance solutions not only prevent errors but also generate measurable efficiency gains. By combining automation, analytics, and integration, EAC+ enables faster, more informed decision-making and continuous operational improvement.

When every non-compliance incident is captured accurately, approved quickly, and analyzed intelligently, auditing stops being a back-office task and becomes a strategic advantage.



### REQUEST A DEMO OF EAC+™

Discover how Eclipse Advantage can help your team transform vendor non-compliance into a driver of performance, visibility, efficiency, and profitability.

**Request your EAC+ demo today.**



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The logo features the word "Eclipse" in a white, lowercase sans-serif font, followed by "ADVANTAGE" in a bold, white, uppercase sans-serif font. The letter "V" in "ADVANTAGE" is stylized with a blue checkmark shape and a red dot above it. Below the main text is the tagline "Our People | Your Productivity" in a white, lowercase sans-serif font, with a vertical line separating the two phrases.

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