

# CSN840 Pallet™ Dimensioner Moves More Cargo Faster

**When shipping goods to the Caribbean, Southeastern Freight Lines strives to satisfy the needs of its customers with every shipment. In order to do this, Southeastern knows it must take advantage of every technological advancement in the trucking industry. Recently, the company chose METTLER TOLEDO's CSN840 Pallet™ dimensioner to help reduce cost and revolutionize the way the company ships product.**

## 60 Years of Serving

When Southeastern Freight Lines, a family-owned, less-than-truckload transportation services provider, launched in 1950, the company had one service center, 20 employees and 14 tractors and trailers.

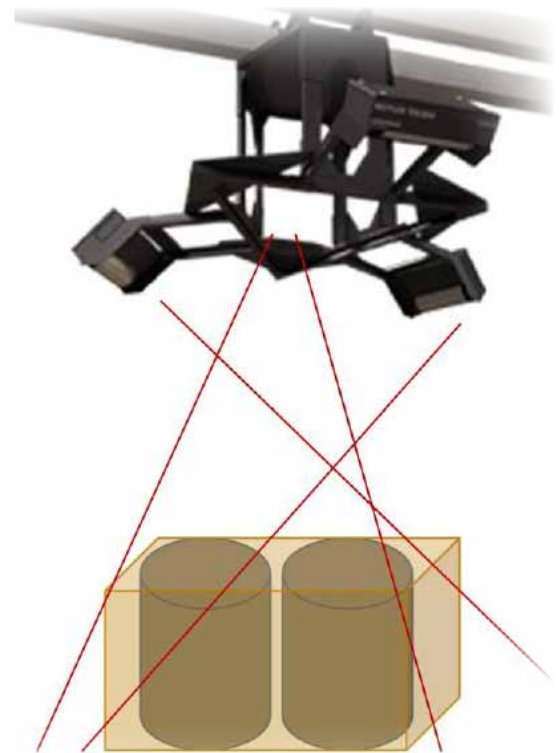
Now, 60 years later, Southeastern is a leader in the trucking industry with 76 service centers, over 7,000 employees and over 11,000 tractors and trailers. Coverage has grown from Columbia, South Carolina to 12 states, Puerto Rico, and Mexico.

With a 99.3 percent on-time service rate, over 300 quality awards and not a single layoff in company history, there is no debate that Southeastern lives by its motto: "Quality Without Question."

For several years, Southeastern has been looking for a new method of measuring freight being shipped to Puerto Rico and the U.S. Virgin Islands from their facility in Jacksonville, Florida.

The challenge is that all shipments destined for Puerto Rico must be measured and priced by the weight or cubic feet that the cargo takes up in a container.

The arduous measuring process requires workers to unload inbound shipments, stage the freight on the dock, measure each shipment with a tape measure, calculate the cubic feet, update the freight bills, calculate the price and finally load the containers for placement on the ships.



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This financially-draining, time-consuming process forced Southeastern to seek a machine that could measure the cargo in a quick and efficient manner.

After researching their options, the company decided that METTLER TOLEDO's CSN840 Pallet™ dimensioner was the right machine for the job.

#### **Rapid Results with Accuracy Guaranteed**

METTLER TOLEDO's CSN840 Pallet™ dimensioner is an advanced pallet measuring system with high accuracy on all shapes and surfaces. In mid-2010, Southeastern and METTLER TOLEDO worked together to install the CSN840 into their Jacksonville facility.

The CSN840 means no more tape measures for Southeastern employees. Now, as each dockworker unloads a shipment, they place each pallet under the CSN840 to be measured. A press of the button on their handheld computer and the CSN840 scans the pallet with lasers to determine the cubic dimensions. In less than five seconds, the CSN840 measures the length, width and height of the pallet (within a 1/4 of an inch tolerance) and calculates the total cubic feet.



Because the CSN840 can interface with any existing system, Southeastern's computer system can automatically update freight bills with the cubic feet of the total shipment and create a Weighing and Inspection Certificate to document the length, width, height and cubic feet of each piece measured in the shipment. The entire process from measurement to documentation takes less than 10 seconds to complete.

Braxton Vick, Senior Vice President of Corporate Planning and Development, says the benefits of the CSN840 were immediate. "We are able to use the Dimensioner to measure 80 to 85 percent of our shipments resulting in less handling and faster loading," he says. "We can measure a pallet in 20 seconds and the equipment provides the length, width, and height while the interface to our mainframe computers calculates the cubic feet of each measurement."

Vick says increased accuracy and the CSN840's ability to integrate with their existing computer system has proven to be a big money saver. "The pallet dimensioner is more accurate than measuring by hand, which has improved our accuracy," Vick says.

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"We integrated the pallet dimensioner into our existing Dock Management System and our Image Billing System, so we have automated the calculation of cubic feet, dimension updates to our freight bills, and created a measurement certificate for each shipment, providing an audit trail in case anyone questions the measurement. We plan to purchase more pallet dimensioners for other applications such as shipment classification verification in the coming months."

When shipping cargo in the U.S., the price for moving shipments is based off the NMFTA Freight Classifications Codes. The National Motor Classification Board classifies all products into commodities based on four characteristics: Weight, Storability, Handling and Liability. Storability (the cubic feet required in a trailer to move the commodity) is difficult to obtain because the physical measuring of each unit is labor intensive and varies significantly with packaging.

"The pallet dimensioner is a cost effective way to check the classification of a shipper's commodities based on their packaging," Vick says. "Measuring all freight is difficult to justify because the sheer volume would bring dock operations to a standstill, but randomly checking freight for proper classification will help insure proper rates are being applied to the shipments."

#### **The Beginning of a Long Partnership**

As a new customer, Southeastern did not know what to expect when they decided to collaborate with METTLER TOLEDO. However, the partnership was a success from the beginning.

"METTLER TOLEDO has been very professional in their claims regarding the product, their assistance in providing technical expertise for integration into our Dock Management System, their installation of the device in Jacksonville and their continued follow-up after installation," Vick says. "We are extremely pleased with METTLER TOLEDO and the pallet dimensioner and look forward to future installations."

Because of their decision to use METTER TOLEDO's CSN840 Pallet™ dimensioner, Southeastern has improved the speed of handling of each shipment, automated the measuring process, eliminated paperwork on the dock, improved measurement accuracy and automated the transcription of dimensions to the freight bills.

Most importantly, Southeastern Freight Lines has formed the beginning of a long partnership with METTLER TOLEDO, which will only add to their legacy of providing swift shipments and elite service to customers.

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