

ON-TIME PERFORMANCE



On-Time Performance: The ins and outs

You're probably familiar with **On-Time Performance (OTP)**, as carriers report on it frequently. We'll show that what's involved goes beyond if a shipment hit on time or not, and how you can contribute to raising the percentage of your on-time deliveries.

What is OTP? OTP is the percentage of time that your shipment arrived on time, taking both pickup and delivery efficiency into account.

Why does the carrier's OTP look higher? Delivery performance takes into consideration adjustments for issues such as liftgate, weather, appointments, and holidays. Performance looks higher based on adjustments, and carriers exception code just about everything. Thus, if a delivery has anything they can adjust for, they will.

How does IL2000 show OTP? As **Total Adjusted OTP Delivery**. We go beyond the raw data of delivery time and investigate. Did that shipment really need an exception? Has it been adjusted or scrubbed? If there was a delay, what really caused it, and more importantly, how can we fix it in the future? That means the OTP % we report is more accurate, and often lower, than that reported by the carrier.

How you can **help improve the OTP** of your shipments:

- **Be aware of carrier cut-off times.** If a load is not picked up and scanned in before a specific time, it won't be scheduled in the line haul until the following day. In the case of late-in-the-day pickups, you're better off scheduling for the next day.
- **Ensure all documentation is correct**, especially details like consignee address and hazmat status. If the driver does not catch the mistake or omission, your shipment will likely end up at the terminal until the proper paperwork is received.
- **Use sturdy/proper packaging** that doesn't allow the shipment to become damaged or break down as the freight travels along bumpy roads. Rethink those Jenga-like tall pallets with one thin layer of shrink wrap. Go sturdy instead.
- **Note the assessorial.** If a liftgate or appointment is needed, make sure it's on the BOL. Otherwise, your shipment will be coming right back to you.
- **Consider the urgency.** Super urgent shipments can be sent with a guarantee or priority shipping to ensure the freight arrives on time.