



APEX

Hallett Materials

Hallett Materials, located in Porter, Texas, is a sand and gravel supplier. They have two facilities on the Trinity and the San Jacinto rivers, and a third facility in Hempstead.

The Challenge

Hallett Materials wanted to shorten the timeline between order and payment to speed up cash flow and improve customer service. They needed a comprehensive ticketing solution that could help them streamline operations from the scale house back to accounts receivable and payable.

The Solution

Command Alkon's Apex suite of products was exactly what Hallett Materials needed to close the gap between the scale and the back office. Apex manages business processes and streamlines the check-in, loading, and ticketing of trucks while connecting sales, office, and dispatch operations to improve efficiencies.

The Result

In Hallett Materials' line of business, if a ticket is not signed, then that load is not getting paid for. To ensure each ticket has a signature, Apex offers a keypad that integrates directly with their scale

ticketing. When the driver signs the keypad, his signature is automatically stamped on all four tickets. Now there is no debate when it comes to who is responsible for paying for the load, and Hallett Materials can produce a ticket immediately upon customer request.

Hallett's scale times have drastically decreased with Apex at play. "We have been able to cut off about a



LOCATION
Texas



INDUSTRY
Aggregates



RESULTS
Faster Scale Time

minute and 15 second on scaling and throughput,” said Wade Carroll, Sales Manager at Hallett Materials. “For an operation that sees 300 trucks a day – that’s saving at least 300 minutes per day!” They also implemented the All-Terrain Kiosk in conjunction with the Auto ID module. This automation keeps drivers in the cab of their truck, making for a faster check-in time at the plant. Now, there’s no need to enter the scale house to check-in. The Auto ID module supports attended and unattended ticketing operations, speeding up cycle times and freeing the weighmaster from routine ticketing tasks.

With the All-Terrain Kiosk, all the driver has to do is swipe their card on the RFID reader or enter their truck number. “It’s very simple for our drivers to get themselves checked in,” said Amber Strawn, Dispatch and Back Office Specialist at Hallett Materials. “They just enter their code, who they are hauling for, the customer, and where they are going. They are prompted to review the order and then sign a copy of the ticket. It’s so much faster, and we don’t have to wait for the driver to sign, give a paper back, then tear tickets.”

Because of the nature of their environment, Hallett Materials offers 24-hour service to their customer base, which sets them apart from the other materials providers in their market.

“We don’t have a large turn radius, and we would have trucks back up onto the county road; so we needed a solution to quicken our load times,” adds Wade. “We implemented the kiosk to streamline the check-in process, and that kiosk has allowed us to expand our operations to a 24-hour operation and helps us to space trucks out so that they are not sitting at the gate waiting for operations to start. We’ve been able to slowly spread that truck traffic out over a 24-hour period.”

With the All-Terrain Kiosk, Hallett Materials has seen their truck volumes increase at night because they have found that some hauling companies are optimizing their trucks to go pick up their loads at

KEY TAKE AWAYS

- Scale times have drastically decreased with Apex.
- Simplified and faster process for drivers to check themselves in and drivers stay inside their vehicle.
- Producing a ticket immediately upon a customer request and knowing exactly who’s responsible for paying.

night and beat the Houston traffic in the morning time.

Opening that avenue of productivity for their customers provides a win-win situation for both Hallett Materials and for their clients. It also simplifies the lives of their dispatch and back office personnel. “Our Dispatch and Back Office Specialist used to work five or six twelves a week,” said Jake McCurry, Operations Manager at Hallett Materials. “Now we’re able to improve their schedule and work-life balance.”

The process of exporting tickets from Apex is very fluent and adaptable to Hallett Materials’ needs. They can see their tickets in PDF and Excel format and deliver them to inquiring customers. They can also transfer their tickets into their own systems on the back-end to review and edit.



Transforming your operations by replacing manual and complex tasks and processes with efficient, scalable, and reliable solutions. Learn more at commandalkon.com