

# From the shipper's location to the customer's door, DDC's dedicated truck program provides unique customer service



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Customers ordering from one of those famous shopping networks have confidence in knowing that their orders will be received at their door and on the date specified by the network. Customers of Defense Distribution Center's dedicated truck program receive a service very similar.

Dedicated truck is the direct delivery of shipments to specified locations to meet a pre-established delivery date and time. This process provides the customer direct delivery services from the shipper's location to the customer's door.

Direct delivery service via a dedicated truck supports high-volume customers receiving numerous shipments. Through coordination with the customer, all cargo regardless of the priority and size may be delivered up to seven days a week from some DDC distribution facilities. In most instances the materiel is processed and delivered next business day after the receipt of the Materiel Release Order.

Customers can specify where to deliver the materiel on base and what time of day they want the truck to arrive. This allows customer orders to bypass the central receiving point, saving additional on-base time.

Dedicated trucks improve efficiencies at the distribution center and the customer by guaranteeing a scheduled pickup and delivery. This higher level of quality service improves both the flexibility and mobility of the Warfighter, eliminating non-value added activities; for example, the time cargo waits on the dock for pick up and the time the mechanic waits for parts to show up. Customers are receiving materiel faster than ever before with dedicated truck deliveries.

"Evaluating tonnage, frequency and commodities being supplied to the customer are all decision points used in the decision-making process," said Anna Gensler, supply specialist. "Based on these common denominators, the decision to support the customer via a dedicated truck is made.

Once the decision is made to support a customer via dedicated truck, a DDC representative, working with the customer, develops a partnership agreement.

DDC currently has over 150 dedicated truck routes reaching over 500 delivery locations, and more are added each year.

DDC's strategic distribution platforms, Defense Distribution Depots Susquehanna, Pa. and San Joaquin, Calif. have the largest amount of customers on each coast of the United States. Other distribution facilities within DDC's network with dedicated truck programs include CONUS distribution facilities in Anniston, Ala., Cherry Point, N.C., Norfolk, Va., Red River, Texas, Richmond, Va. OCONUS distribution facilities include Germersheim, Germany, Sigonella, Italy and Yokosuka, Japan.

"DDC's dedicated truck service is a win-win for the distribution center and the customer providing improved efficiency and responsiveness, as well as flexibility for all parties," added Gensler.