

# INTERNATIONAL AUTO PROCESSING BRINGS ORDER TO THE DOCK WITH OPENDOCK

How IAP eliminated dock chaos, achieved 95% carrier self-scheduling, and transformed inbound operations in under 90 days.

## CUSTOMER CASE STUDY



### OVERVIEW

Since December 2024, International Auto Processing (IAP) has partnered with Opendock to modernize inbound dock scheduling at its vehicle processing facility at the Port of Georgia. As a port-based automotive processor installing port installed options on thousands of Hyundai and Kia vehicles each week before they reach dealerships, IAP needed a simple, reliable system to bring structure to an unpredictable inbound freight operation.

With Opendock, IAP replaced a first-come, first-served free-for-all with structured, carrier-driven scheduling. Today, carriers self-schedule 95% of inbound appointments, giving IAP's team advance visibility into every delivery, proactive labor planning, and a real-time paper trail for damaged freight documentation.

How IAP eliminated dock chaos, achieved 95% carrier self-scheduling, and transformed inbound operations in under 90 days.



### CHALLENGES (BEFORE OPENDOCK)

Before implementing Opendock, IAP had no formal system for scheduling inbound freight at its Port of Georgia facility. Trucks simply showed up, and on a bad morning that meant up to eight to ten full truckloads arriving simultaneously with nowhere to wait and no process to manage the flow.

Because IAP operates within a secured TWIC facility, trucks without proper credentials require a costly escort to enter. When the dock was already occupied, drivers without a TWIC card faced additional escort fees on top of wait times of up to an hour and a half before being redirected to an overflow lot. With no visibility into what was arriving or when, every day started with uncertainty.

Up to four staff members were routinely pulled away from core responsibilities to manage the chaos: one for unloading trucks, one for checking packing slips for accuracy, one for receiving product into the system, and one for redirecting overflow trucks to the lot. This consumed up to five hours per week and disrupted normal operations roughly two days per week.



# International Auto Processing

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When parts arrived damaged, the team relied on photos and follow-up emails to carriers and Product Distribution Centers (PDCs), a process that was easy to delay, easy to lose, and difficult to use as definitive proof in a dispute.

- **Up to 8–10 trucks arriving unannounced daily** with no scheduling system to manage the flow
- **1,092+ hours per year** lost to dock congestion management and truck redirection
- **No advance visibility** into inbound volume, making labor planning entirely reactive
- **Fragmented damage documentation** relying on photos and emails frequently delayed or lost
- **Costly TWIC escort fees** compounding the financial impact of unplanned truck wait times

### PARTNERING WITH LOADSMART



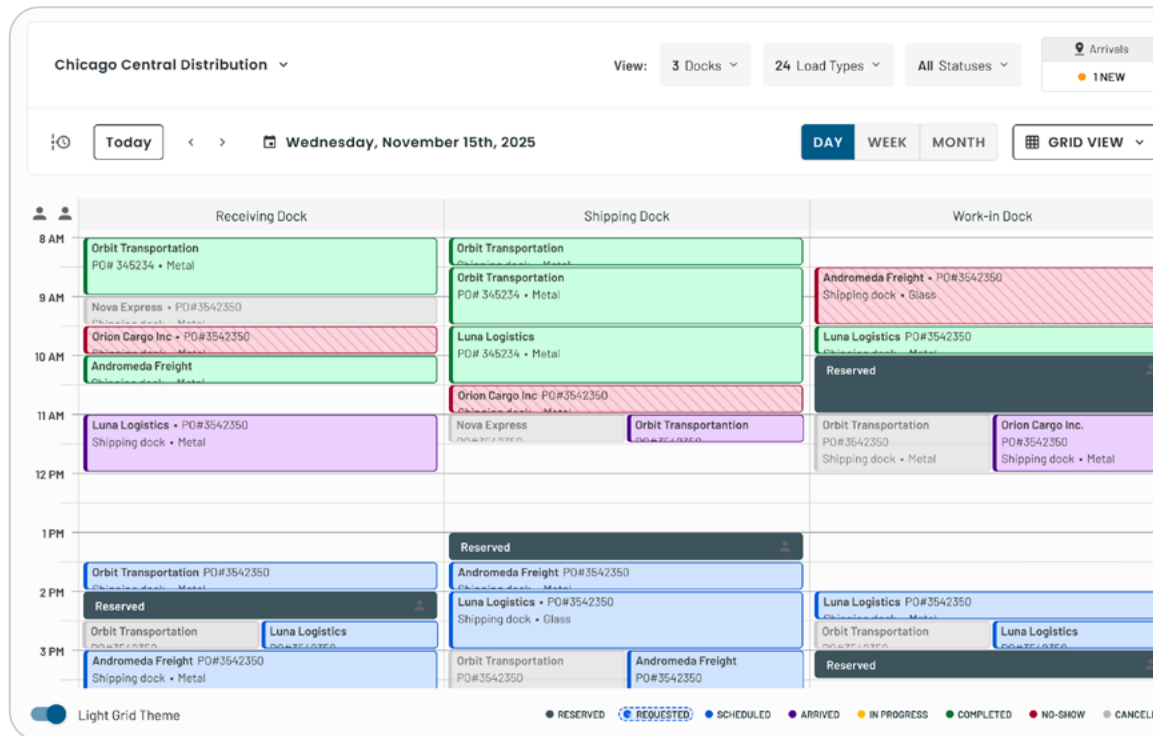
With inbound freight volume fluctuating from \$35,000 to over \$1 million per week depending on vehicle allocations, IAP needed a solution that could bring immediate structure to a single-dock operation without requiring technical expertise or lengthy implementation. The lack of a scheduling system made it impossible to plan labor, prepare warehouse space, or hold carriers accountable for unplanned arrivals.

As Joy Passanita, IAP's Parts Manager, recalled:

*"We were first-come, first-served, and it created a nightmare at the loading dock some days."*

*"You just never knew what the day was bringing."*

— Joy Passanita, IAP



\*Screenshot for illustrative purposes only. Does not reflect actual customer data.



### OPPORTUNITY

Opendock delivered a carrier-friendly, automated scheduling platform that brought immediate structure and visibility to IAP's single-dock inbound operation.

**Carrier Self-Scheduling:** Carriers and dispatchers book directly into Opendock, freeing IAP's team entirely from manual scheduling.

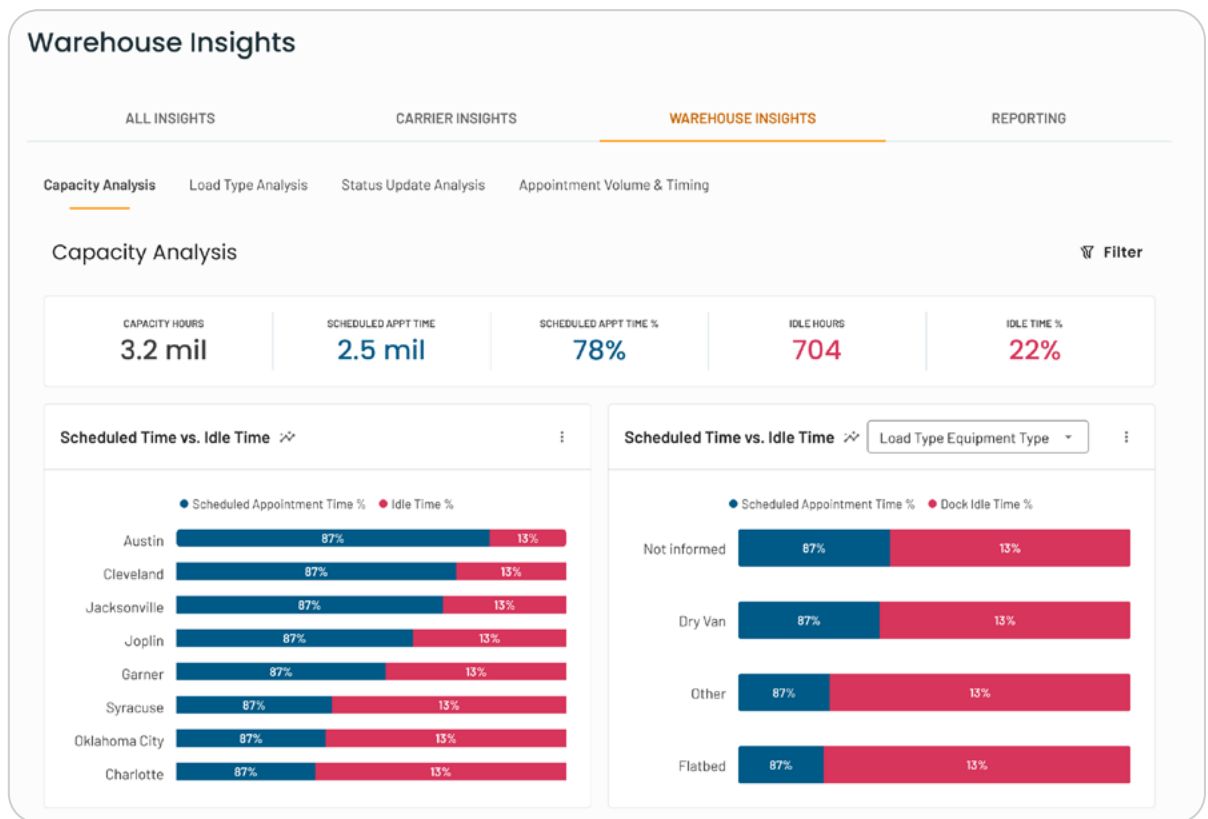
**Appointment Visibility:** Full schedule visibility enables proactive labor planning and warehouse space preparation before trucks arrive.

**Dock Capacity Control:** Scheduled appointment windows cap daily truck volume and hold carriers accountable to their scheduled time.

**Real-Time Damage Documentation:** Photos and notes attached directly to appointments create a timestamped record tied to every arrival.

Joy explained:

*"It's probably one of the easiest, most user-friendly apps I've ever seen. That made the transition a lot easier." – Joy Passanita, IAP*



\*Screenshot for illustrative purposes only. Does not reflect actual customer data.



## RESULTS

With Opendock fully implemented, IAP transformed how it manages inbound freight:

- **95% Carrier Self-Scheduling:** Nearly all inbound appointments are now booked by carriers or their dispatchers, eliminating the need for IAP's team to manage scheduling manually. Where trucks once simply showed up, the dock now operates on a structured, predictable schedule.
- **Controlled Daily Truck Volume:** Where 8–10 trucks previously arrived unannounced on a single day, scheduled appointment windows now cap daily volume at a manageable five trucks, each with a 1.5-hour unloading window to ensure product is processed before the next arrival.
- **Proactive Labor Planning:** With advance visibility into the week's schedule, IAP can assign a support person to assist the unloader on heavier days before the day begins, replacing reactive scrambling with structured preparation. The four staff members previously pulled into dock management are now focused on core responsibilities.
- **Less Than 5% Unscheduled Arrivals:** Unplanned truck arrivals, once a daily occurrence, are now rare exceptions, typically limited to unfamiliar PDCs who reach out in advance for help getting on the schedule.
- **100% Appointment Closure Rate:** Every inbound load is tracked from arrival to completion, providing a complete operational record across all appointments.
- **Airtight Damage Documentation:** With photos and notes attached directly to appointments in real time, IAP now has a timestamped, in-system chain of documentation for every damaged shipment, making it straightforward to identify responsibility and resolve disputes quickly.

*"You have basically a timestamp to say, hey, we're not telling you a fib. It came off the truck at this time, with this shipment, this bill – all that information is provided." – Joy Passanita, IAP*

*"Opendock allows us to give some control back to us on how we receive it." – Joy Passanita, IAP*

*"It allows us to be more effective and efficient when it comes to unloading these trucks and receiving our product in a timely manner." – Joy Passanita, IAP*



### FUTURE OUTLOOK WITH OPENDOCK

Four months into their Opendock journey, IAP is already expanding how they use the platform. The team has begun scheduling outbound pickups in addition to inbound deliveries, a natural evolution as their operation grows and takes on new accounts.

*"We're constantly growing and taking on new accounts. And those new accounts can benefit from Opendock as well."*

— Joy Passanita, IAP

Looking ahead, IAP sees Opendock as a long-term platform that will scale alongside their business. As they become more comfortable with the system's reporting and insights capabilities, there is clear potential to deepen their use across additional workflows and, eventually, across additional locations within their broader network.

Schedule a demo to see how Opendock can transform your dock efficiency.



## ABOUT INTERNATIONAL AUTO PROCESSING



### ABOUT THE COMPANY

International Auto Processing (IAP) is a port-based automotive processor operating at the Port of Georgia. As part of the Ports America network, IAP installs port installed options (PIO) including floor mats, mud guards, cross rails, and other accessories on new Hyundai and Kia vehicles through their relationship with Glovis USA before they are delivered to dealerships. IAP also services General Motors vehicles, installing owner's manuals and related materials. The facility operates a single loading dock, works with four to five regular carriers, and processes thousands of vehicles per week with inbound parts volume ranging from \$35,000 to over \$1 million per week depending on vehicle allocations.

### ABOUT JOY PASSANITA — PARTS MANAGER, IAP

Joy serves as the parts manager at IAP's Port of Georgia facility, overseeing inbound freight, dock operations, and carrier coordination. Joy led the implementation of Opendock at IAP and was instrumental in onboarding carriers to the new scheduling system ahead of the December 2024 go-live date. With a hands-on approach to operations and a focus on keeping the dock running efficiently, Joy was an early advocate for bringing structure to IAP's inbound freight process.



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