



INDUSTRY

- Recycling

SOLUTION

- SMSTurbo
- Unattended Ticketing
- Unattended Kiosks

Cooper Recycling boosts efficiency while decreasing wait times using SMSTurbo

PROBLEM

Cooper Recycling was opening a new, larger yard and wanted to improve the efficiency of their weigh-in process. The new yard was triple the size & had two scales at the entrance and two at the exit.

The old yard used a manual ticketing process from circa 2005 that contributed towards lengthening the dump cycle. At the entrance, employees would have to confirm the identity of each customer coming in and look up their account information before granting entry. Upon exiting, the driver would also have to walk into the office to personally check out & sign their ticket.

Cooper Recycling recognized how important it was to improve the efficiency and ease of processing trucks for their new yard.

SOLUTION

SMSTurbo provided an Unattended Ticketing Solution utilizing driver kiosks equipped with RDIF tag readers, IP cameras and Intercoms, and RemotePrinters for Cooper's new facility.

They opted for 2 Unattended Kiosks at the at entry, to allow flexibility in managing the incoming traffic flow & a single Unattended Kiosk at the exit, in order to maintain control. Approximately 40% of the incoming trucks use the Unattended system, where the ticket is emailed immediately after the truck departs the facility.

The solution is supported by SMSTurbo's dedicated support team. "Their service is excellent. They're always there when we need them and they are always taking care of us. When something pops up, they help," says Mike Littwin.

RESULTS

- Throughput times were reduced to between 10 and 20 minutes, on the non-tag line drivers still have to come up to the scale house & settle their transaction.
- SMSTurbo's Attendant free kiosks directly increased truck throughput, maintained the desired level of accuracy & integrity despite a 40% increase in volume.
- The automated ticketing gives customers increased visibility as to where their trucks are and they can assign them to their next job quickly.



We are able to get the trucks in and out more quickly so we can optimize our facility, but our customers can also do more loads in a day and be more efficient too, so everyone's happy.

- Mike Littwin, Cooper Recycling

