



“With Descartes Dock Appointment Scheduling™ we have taken one of Melbourne’s most difficult places to deliver and made it one of the best. We look forward to the teams continuing to work together as we expand our capability across our DC network.”

Arron Renehan, Operations Manager – Emporium

Emporium Melbourne’s docks seamlessly service a variety of goods to its 225 stores with Descartes Dock Appointment Scheduling™

Emporium Melbourne is home to Australia’s first Uniqlo, the largest Australian designer precinct in the country and over 40 unique food icons all in the heart of the CBD.

Five years under construction, Emporium Melbourne is located on the former Myer Emporium site, one of the oldest and most loved shopping retailers in Australia.

This solution has driven many benefits for Emporium including:

- Conversion of 7000 m2 of floor space that would otherwise have been needed for long ramps converted to Retail space.
- Drivers know exactly when to arrive at the building to receive direct access to a specific bay eliminating the search for loading zones,
- Drivers now do not leave their vehicles and have no footpath / trolley travel.
- Queuing times have been eliminated which also has dramatically reduced truck idle time at Street Level.
- Emporium can now offer its tenants “premium service” deliveries for its high profile tenants and can provide valuable analytics regarding tracking the arrival and departures of each load.

Results

- Over 90% of appointment bookings being made and approved automatically via the web with NO INTERACTION required from Dock Management at Emporium.
- Live since August 2014.
- Congestion has been all but eliminated from the site.
- Unauthorised vehicles being identified before entry to the Emporium site.
- Increased site security and reduced CoR risk.

Emporium Melbourne

A 46,000 square meter retail asset located in one of the most congested parts of the CBD on the corner of Swanston and Lonsdale Street, Melbourne, Australia

Descartes Solution:

Descartes Dock Appointment Scheduling™

Challenges

- Premium centre - High end retailers
- High volume of deliveries
- CBD Location – Congestion
- Limited street access – Congestion
- Restricted dock access – Scissor Lifts throughput
- Site security
- Construction
- Target Location – Melbourne City Council DA

Solution

Descartes Dock Appointment Scheduling™ is a collaborative, on-demand solution that enables carriers, suppliers and distribution centers (DCs) to schedule their inbound and outbound distribution center (DC) dock/door appointments. Emporium partnered with Bestrane to automatically schedule two hydraulic truck lifts using this unique web based appointment solution.