
Building a More Visible Receiving Operation

How leading warehouses identify, understand, and reduce receiving delays.



Warehouses do not lose time in one dramatic moment. They lose it in small gaps.

Waiting for a dock.

Waiting for paperwork.

Waiting for communication.

Waiting for someone to know what happened.

Most warehouses can answer two questions with confidence: when a truck arrived, and when it left. What happened in between — the queue, the dock decision, the unload, the paperwork — is often reconstructed after the fact, if it is reconstructed at all.

That gap is not a dramatic failure. It is a quiet, recurring one — and it is where most of the avoidable time in receiving actually goes.

Receiving is one of the least standardized processes in the warehouse.

Trucks arrive unevenly. Dock availability shifts by the hour. Much of the coordination still happens by radio, paper, memory, and phone call. Paperwork is frequently handled apart from the operational work itself, and the systems that record inventory outcomes rarely capture the receiving lifecycle that produced them. When something goes wrong, supervisors are left reconstructing it after the fact.

THE RECEIVING LIFECYCLE



○ *Visibility most commonly breaks at dock assignment and documentation — the two stages least tied to a system of record.*

Each stage happens. Few of them are captured in a form a manager can review a week later.

Delay rarely announces itself. It accumulates in places no single person is watching.

01 **Arrival uncertainty**

Trucks arrive before, after, or outside their expected windows, so the yard is rarely working from the schedule it planned around.

02 **Dock assignment friction**

Time is lost simply deciding where a truck should go, especially when the decision depends on who happens to be reachable.

03 **Unload execution bottlenecks**

A truck can be assigned to a dock and still sit for a meaningful stretch before unloading actually begins.

04 **Documentation gaps**

Missing bills of lading and incomplete records weaken follow-up with carriers and accountability inside the building.

05 **Lack of recurring pattern visibility**

Teams often know a delay happened. Few can say whether it repeats — by dock, by carrier, by time of day, or by shift.

The best receiving operations do not guess where time goes. They measure it.

These are operational measures — not features of any particular system.

Average wait-to-dock Time from arrival to dock assignment.	Dock-to-unload time Gap between dock assignment and first movement.	Unload duration Time spent actively unloading, by truck and dock.
Total receiving cycle time Arrival through completion, end to end.	Trucks above target time Share of receipts exceeding the operation's own benchmark.	Documentation compliance Share of receipts with complete BOLs and records.
Dock utilization How evenly load is distributed across doors and shifts.	Carrier patterns Consistency and delay tendencies by carrier over time.	Peak congestion windows The hours when queues and dock waits are consistently worst.
Recurring bottlenecks Docks or lanes that repeatedly absorb the most delay.	Record completeness Whether the underlying data can be trusted to act on.	<i>Eleven measures. Most operations track two or three.</i>

Tracking activity answers what happened.
Operational intelligence answers why.

ACTIVITY TRACKING		OPERATIONAL INTELLIGENCE
A truck arrived at 9:14 and left at 11:02.	→	Where, in that 108 minutes, the time actually went.
A dock was occupied for some part of the morning.	→	Which docks create bottlenecks, and when.
A delay happened, if anyone happened to notice.	→	Which delays repeat, and which were one-off.
Paperwork exists somewhere, for most trucks.	→	Which records are incomplete, and which carriers cause it.
Each week looks like the last, because no one compared them.	→	What the team should review first, next week.

This is the shift YardVis is built around: from a log of what occurred, to a working explanation of why — reviewed weekly, not reconstructed after a complaint.

Visibility compounds through a simple weekly loop, not a one-time project.



A WEEKLY RECEIVING REVIEW

- Review the trucks completed that week.
- Check where delays and exceptions occurred.
- Inspect gaps in documentation.
- Compare performance across docks and carriers.
- Identify one or two changes worth making.
- Repeat next week.

The loop works because it is small. Teams that try to fix everything at once rarely keep the habit; teams that fix one or two things a week, every week, compound it.

A short self-assessment for any receiving operation, regardless of what runs it.

- ☐ Can we explain why yesterday's delays happened?
- ☐ Do we know how long trucks wait before dock assignment?
- ☐ Do we know which docks create the most delay?
- ☐ Can we identify repeat carrier documentation issues?
- ☐ Can we distinguish operational delays from bad data?
- ☐ Can supervisors review a truck's full receiving lifecycle?
- ☐ Can we produce a weekly receiving summary without manual reconstruction?
- ☐ Do we know what to improve next?

If most of these are difficult to answer, the operation is not underperforming — it is under-observed.

Not a bigger system. A clearer picture of what is already happening.

- 01 One connected receiving record, not a set of disconnected notes.
- 02 Clear visibility into a truck's lifecycle, arrival to completion.
- 03 Exceptions that are documented, not just remembered.
- 04 Dock and carrier performance signals, tracked over time.
- 05 Weekly operational intelligence, reviewed as a habit.
- 06 Better follow-up — with carriers, and with internal teams.
- 07 A repeatable process for getting a little better, every week.

None of this requires predicting the future. It requires seeing clearly what already happened — consistently enough to act on it.

OUR THESIS

**YardVis was built around a simple belief:
receiving operations improve when teams can see
what actually happened.**

YardVis is the operational record of a warehouse's receiving activity — an intelligence layer that captures the receiving lifecycle from arrival through completion, then turns that activity into weekly intelligence, operational audits, and truck-level records.

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