

DUFFERIN E-TICKETING



Specialty Construction Applications



PROJECT OUTLINE:

LOCATION

Vaughan, Ontario

PROJECT FACTS

- E-ticketing is a new solution that eliminates the need for paper tickets, ticket scanning, and ticket storage. Ticket information is available via the driver's tablet which customers can review, add comments to, and sign before submission.
- The ticket PDF is emailed to customer contacts assigned to receive e-tickets. These tickets are also available via merged E-Invoice/BOLS and on the Customer Portal.

Project Credits

OWNER

Saddlebrook Management Consultants Inc.

GENERAL CONTRACTOR

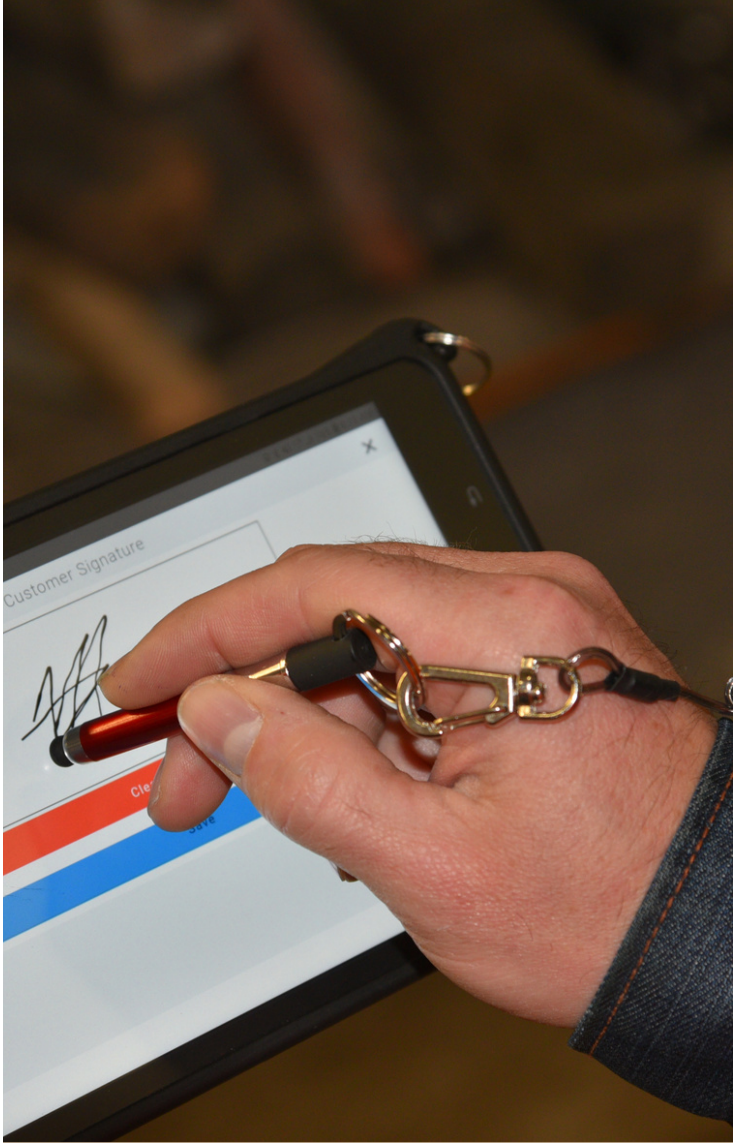
Chelsea Maple Residences

MATERIAL SUPPLIER

Dufferin - A CRH Company

ADDITIONAL PARTICIPANTS

Ontario Redimix
Demix Béton



Project Overview

Chelsea Maple Residences (Phase II) is the second phase of a townhouse project by Saddlebrook Management Consultants currently under construction at 100 Eagle Rock Way, Vaughan. The development is scheduled for completion in 2021, with substantial concrete completed in 2020.

Mike Loconte, Site Superintendant for Chelsea Maple Residences has been using Dufferin Concrete's new E-ticketing solution for this project.

Prior to a company-wide launch across Dufferin Concrete, Demix Béton (Montreal and Quebec City), and Ontario Redimix (ORM) – CRH Companies, Dufferin Concrete partnered with Mike Loconte to pilot the project at Chelsea Maple Residences. The success of the pilot project led to the transition to E-ticketing for Dufferin Concrete and ORM in October 2019.

Electronic ticketing is the newest of Dufferin Concrete and ORM's suite of paperless solutions that eliminates paper, lost delivery tickets, and ticket storage.

E-ticketing recipients are assigned to each customer project and are managed internally by the Dufferin Concrete and ORM Sales teams. Each Truck Operator is equipped with a tablet, and electronic delivery tickets are sent to the tablets for each load. Using the tablets, the driver and customer can review ticket information, add comments, and sign for the delivery. Once the electronic ticket is 'Submitted' via the tablet it is immediately emailed to the assigned e-ticket recipients.

E-ticket emails are sent to the customers inbox including order number, project number, ticket number, and a PDF version of the delivery ticket for easy computer filing. There is no longer a need to print, scan or store paper tickets. With the launch of E-ticketing, delivery tickets are also now available to customers online only two days after concrete delivery. Those not assigned to receive e-ticket emails may contact their Sales representative to retrieve a copy in a timely manner, or request access to the Dufferin Concrete and ORM online customer portal to easily download tickets themselves. E-ticketing also improves the efficiency of invoice reconciliation. All invoices are delivered with their corresponding e-ticket PDF's attached. Site representatives no longer worry about lost or damaged tickets, and offices no longer wait for paper tickets to be sent from the job site to be paired with the invoice.

Electronic ticketing gives Dufferin Concrete and ORM the ability to track and report on quality and operational metrics, allowing for continuous improvement to concrete quality and delivery. On the job site, drivers and customers can make notes and add comments to the tablet that are also included on the e-ticket PDF. The ability to record on-site the test results and quantity of water and admixtures added to a load, including a customer signature, allows Dufferin Concrete, ORM, and their customers to keep track of what has been added to each load.

On the tablet each ticket has a unique QR Code that can be scanned to upload ticket information instantly on any mobile device. The QR Code is accessible throughout the delivery while the ticket is active on the driver's tablet. QR codes can be scanned using the device camera on most smartphones, or using a QR Code Scanner application, many of which are free to download from the App Store or Play store. With the ticket QR Code open on the tablet, customers or testers on site can hover their smartphone over the tablet to scan and instantly upload all ticket information to their own device. This method allows site personnel to review and verify ticket information prior to concrete placement. The ticket information can then be shared via text or email with anyone not assigned as an e-ticket recipient.

"It's nice to finally not have to worry about tracking down the copies of the tickets from each delivery. Having the tickets emailed right after each truck is done pouring helps to keep track of where we are at with each pour. It has eliminated more stacks of paper to be filed and all e-tickets are easily filed on my computer. So far it has been a great experience with this new program!"

- Mike Loconte, Site Superintendant, Chelsea Maple Residences (Phase II)