Managing Sold Out Days – Speaker Notes

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Welcome to the 3rd micro training video in the CORE Process series. In this session, we'll cover how to diagnose and manage Sold Out Days—also known as SODs—using strategies tailored to each job type.

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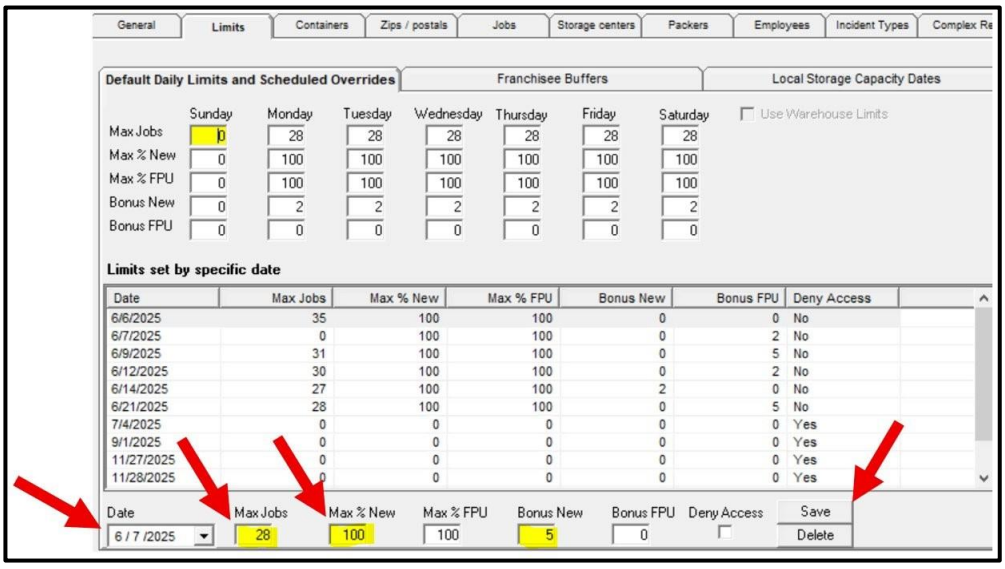
A Sold Out Day happens when your day is at the defined capacity. But not all SODs are the same. We group them into three types: NEWs, FPUs, and Others (Others being: Redeliveries, Warehouse Returns and Move to New Locations, or Moves) —and each has its own solution.

0:32

If you're facing an SOD for NEWs, but you're currently running a heavy load of FPUs compared to NEWs, it's time to balance your job mix. The fix? Add more bonus NEWs to your day. With each NEW that is added, this will improve efficiency and open up route capacity while keeping workloads productive.

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In RBMS, go to your Franchise Setup. Bump up your Bonus NEWs to absorb more NEWs and reduce the strain.



Think of it like equalizing your scales—more balance, more capacity.

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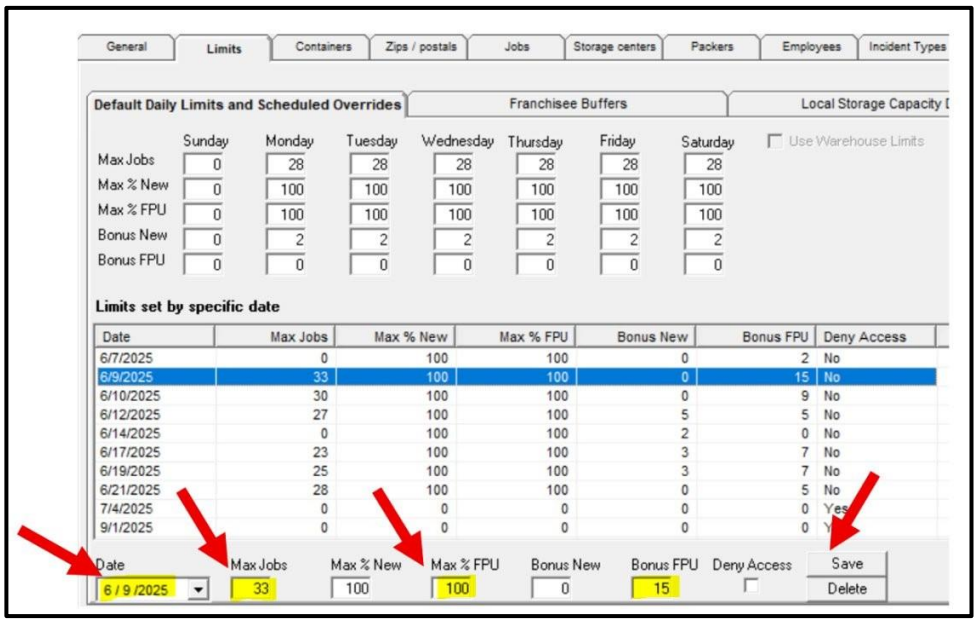
Now flip the scenario. If you're facing an SOD for FPUs, but you're currently running a heavy load of NEWs compared to FPUs, you need, again, to attempt to balance your job mix. The same fix applies. Add more bonus FPUs to your day. This will equally improve routing efficiency and flexibility.

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1:28

What you need to remember is this: Even though you're adding more jobs to the day, you're not adding more work—you're removing wasted time. Every job you strategically add saves you an average of 30 minutes by eliminating unnecessary trips back to the storage center to drop off or pick up a container. That's time your drivers can reinvest in completing more efficient, better-paired routes—and capacity that pays off without adding headcount.



1:35

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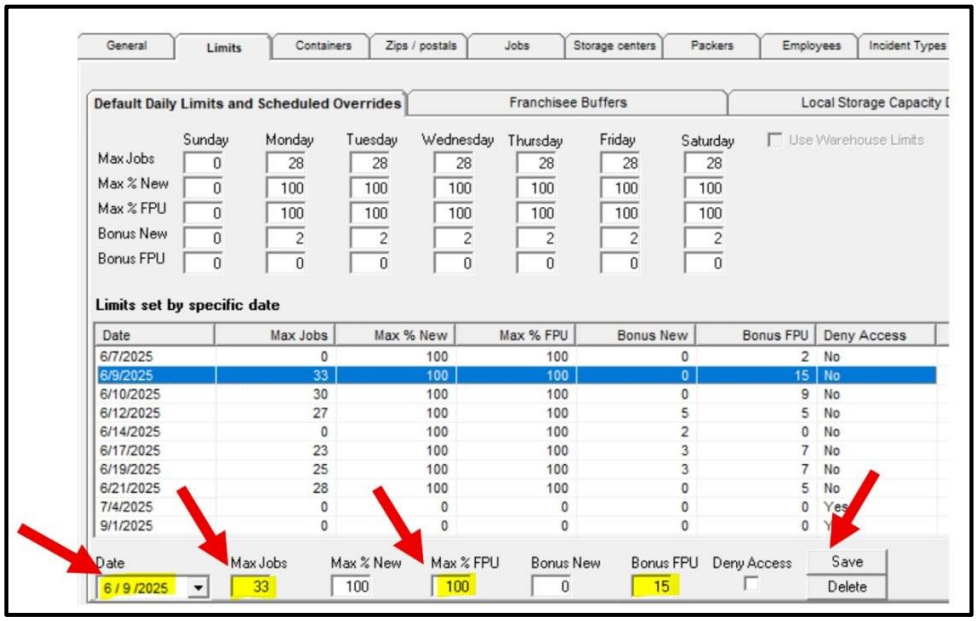
2:04

When the SOD is Other, it often means your day is booked with a healthy mix of jobs. First, ensure your FPUs and NEWs are as balanced as possible by employing the previous strategies discussed in this video.

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Then take the next key step: restrict the ability for additional scheduling of NEWs or FPUs.

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To do this in RBMS, make your way back to Franchisee Setup and set your Max % NEW and Max % FPU to zero. This will ensure only Redeliveries, Warehouse Returns, and Moves get scheduled. It's a tactical way to protect the limited capacity for jobs that will service our current customers.

2:44

Each SOD has a fix—but only when you identify the imbalance and apply the right limit logic. Managing SODs isn't just about damage control—it's a chance to unlock capacity, reduce waste, and better serve your markets. In the next CORE training, we'll look at identifying jobs on the map to help add even more efficiency and capacity.