

# CASE STUDY: Transforming Harvest Efficiency with Automated Truck Scale Operations

Practical automation—when paired with thoughtful change management—can dramatically improve both customer satisfaction and operational performance in grain handling.

How a North American Agribusiness Reduced Wait Times from Two Hours to 20 Minutes

## OVERVIEW

A North America based grain business modernized its aging truck scale and receiving processes after harvest wait times stretched up to two hours and customer frustration increased. Handling 12-14 million bushels of diverse crops each year, the team needed faster, more accurate receiving to keep harvest moving efficiently. By implementing practical scale automation, touch-screen workflows, customer-controlled RFID cards, and improved traffic flow, they significantly boosted speed, accuracy, and the overall customer experience.

## LESSONS LEARNED

When asked what they would do differently, the general manager's answer was clear: "I would not implement it right at the beginning of harvest." While the exposure to growers was helpful, staff and customers alike needed time to adjust—something that would have been easier pre-season.

## PROJECT DELIVERED

- Major Efficiency Gains
- Strong Customer Adoption
- Modern, Practical Automation

## CHALLENGES

- Two-hour truck lines causing customer frustration
- Aging scale creating major bottlenecks
- Drivers leave their trucks to deliver paper grade sheets
- 1988 Receiving system couldn't handle modern yield volumes
- Long truck lines drove customers to build on-farm storage

## SOLUTIONS

To streamline traffic, increase throughput, and give customers more control, they chose oneWeigh to automate their weighing and ticketing workflow.



### RFID Card Readers

Self-service RFID cards allow drivers to select account(s) for splitting



### Real-time Data Integration

Data flows directly into Accounting System giving staff immediate visibility



### Digital Message Boards

Drivers receive clear instructions guiding them to assigned pits

## BENEFITS

### Reduced Wait Times: 2 hours to ~20 minutes

Customers no longer called to ask about line length—because long lines no longer existed.

### Higher Customer Satisfaction

Growers praised the smoother process and reduced hassle, especially during long harvest days.

### Greater Accuracy and Transparency

Real-time integration ensured accurate tickets, rapid load verification, and fewer errors.

### Improved Staff Efficiency

Scale operators no longer manually keyed data or cross-checked handwritten grade sheets.