Automating terminal operations throughout the U.S.

Chevron Corporation

Chevron Corporation is an American multinational energy corporation and one of the world's largest oil companies.

Chevron engages in almost every aspect of the industry, from exploration, production, and refining to marketing, transport, and sales. In the downstream, the company sells refined fuel products such as gasoline, diesel, and jet fuel, as well as operates thousands of retail sites. In the U.S., Chevron sells refined fuel products at more than 120 terminals.

> **We have no doubt that fewer errors at the rack have translated into more diesel sales.**
>
> Chevron Corporation

What they were up against

Chevron needed increased automation for managing its credit limits and volume control for customers at terminals throughout the U.S. At the time, its current system was only able to manage Chevron's branded business, volume decrement updates would take anywhere from 15 minutes to a few hours, and reporting capabilities were not available. Simply put, the system was inefficient and Chevron needed a real-time volume control solution that automated the entire process.

What we did to help

Chevron selected DTN TABS® to manage its credit limits and volume control for customers and trading partners. With DTN TABS, Chevron receives real-time loading data from the terminal to anticipate product demand and manage inventory, and to prioritize volume for itself and its top customers.

DTN TABS authorizes or denies a customer trying to load fuel at the terminal based upon predefined controls, which reduces the risk of credit losses and inventory runs. Chevron has the flexibility to manage its customers in a number of ways, including by individual customer or group of customers, by terminal or across terminals. Credit management can be set by gallons, dollars, or loads. Unique "single load" additions can also be set for pre-paying customers.

Chevron also chose DTN Allocation Viewer to provide customers with on-demand product volume status. Each buyer is offered detailed information about the volume directly assigned to them, as well as the status of its availability.

What the imapct was

DTN TABS enabled Chevron to automate the entire process for managing credit limits and volume control. The company's "add a load" process used to require a customer to call in and a Chevron employee to do a manual calculation. Now, with DTN TABS' pre-approved load feature, additional loads are allowed without any human intervention. For requests above that, the receiver simply needs to accept, reject, or change the request.

The up-to-the-minute timeliness of DTN TABS and DTN Allocation Viewer has proven to be extremely valuable. Volume decrements are now recorded when the loading process is complete. This, coupled with real-time eBOLs, allows Chevron to invoice customers more quickly and easily. Also, with DTN Allocation Viewer, customers can count on real-time product volume control data and access it easily and intuitively.

DTN TABS also allows Chevron greater flexibility than ever before. It can treat customers differently by using consignee groups or align volume controls with the forecast system. This flexibility results in greater customer satisfaction, both at the rack and in the client's back office.

❝ DTN TABS has allowed us to automate the entire process for managing credit limits and volume control. ❞

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