

CASE STUDY



Satisfying customers' needs for up-to-date information

Phillips 66, United Kingdom

Phillips 66 is a diversified energy manufacturing and logistics company.

With a portfolio of Midstream, Chemicals, Refining, and Marketing and Specialties businesses, the company processes, transports, stores, and markets fuels and products globally. Phillips 66 Partners, the company's master limited partnership, is an integral asset in the portfolio. A global company, Phillips 66 has 14,800 employees committed to safety and operating excellence.

DTN TABS puts customers in control and enables them to make more informed decisions about their trucking operations. The system has also enabled our terminals to operate more effectively. //

Phillips 66



What they were up against

A key challenge for Phillips 66 was meeting customers' needs for up-to-date information. Failing to meet those needs could potentially lead to customers incurring higher costs associated with extended waiting times at terminals, wasted trips, more administration from frequent phone calls to terminals, and confusion around product allocations or available credit.

What we did to help

Phillips 66 chose to invest in DTN TABS[®]—a proven solution that the company had already been using in the United States for years—at its core terminal locations in the U.K. This solution delivers live online product allocation that provides suppliers like Phillips 66 with real-time credit and product allocation management capabilities.

“Thanks to DTN TABS, our customers have access to real-time updates on lifting limits and loading data.”

What the impact was

Not only has DTN TABS addressed the challenges Phillips 66 wanted to manage, it also provided its customers with access to their account details. This shared portal improves communication between all parties and enables more effective customer transport scheduling.

DTN TABS uses a handy traffic light system to enable Phillips 66 customers to clearly see what product is available. The system is updated within minutes once drivers lift product from Phillips 66 terminals, so the information held is accurate and the live feed clearly shows what is available at any given time. Monthly product allocations are based on the forecast that customers have agreed on with their dedicated Phillips 66 account teams. This figure is then used to create daily, weekly, and monthly lifting limits, with appropriate percentage uplifts above forecast.

If customers need to request additional volume, they can complete a quick online form. Phillips 66 aims to respond to all requests within 30 minutes, and as soon as they receive a confirmation email, customers are able to lift the additional volume.

The DTN TABS system is designed to protect confidential information by using customized views with three different levels of access. Customers are also able to set up email or text alerts so they can be notified when an allocation is nearly exhausted or credit limits are reached. Put another way, DTN TABS has enabled Phillips 66 to put its customers in control and help them make more informed decisions about their trucking operations.

DTN TABS has also helped Phillips 66 operate its terminals more effectively. The solution offers full visibility on allocation levels, a particularly useful tool for running multiple depot operations. It also enables employees to increase allocation requirements at any time of day or night via the My Phillips 66 app.