



Logistics Excellence in Action: Solving Customer Challenges with Innovative Solutions

Guarantee Commitment: Have all open orders shipped by the end of the month.

One of our Warehousing & Co-Packing customers, a nationally known beverage producer, schedules outbounds every week and has a rolling schedule of open orders from a big box retailer.

Early in February, we had roughly 20,000 cases of open orders for the big box retailer, but we were out of a particular flavor of the beverage needed to fill these variety pack orders.

The lack of the needed flavor could prevent us from fulfilling our commitment to the guarantee.

By working very closely with our customer and re-arranging our production schedules to produce other customers' orders early, we opened up line time concentrated for the last two weeks of the month in anticipation of receiving the needed product.

Finally, the second to last week in February, we received the flavor necessary to fulfill the orders that needed shipped by the end of the month.

We devised a solution that involved adding a weekend shift. We reached out to all employees to see who could work the weekend. We started production of the variety packs on Saturday the 25th. Our staff worked 10 hours a day Saturday, Sunday, Monday, and Tuesday to produce the order in time to deliver to the big box retailer.

As *responsive, resourceful, reliable* people in logistics, we guaranteed to get the order out by the end of the month. We did all this at a lower margin due to the added costs to take care of one of our anchor customers in their time of need and to ensure they could fulfill a commitment to their most important customer.

We are committed to doing **What You Say When You Say, or We Pay.**

