

EMERGENCY LTL CAPACITY FILLS GAP IN AUTO PARTS SUPPLY CHAIN

OVERVIEW

When this car parts manufacturer heard from their current LTL transportation provider at the last minute that they did not have capacity for 11 truckloads, PITT OHIO was their first call. Fear of causing a weeklong gap in their supply chain, the manufacturer needed a new logistics provider to guarantee on-time service and equipment with liftgates to deliver to their customers, car dealerships, within one week. PITT OHIO and sister company, U.S. Cargo, guaranteed capacity, drivers and appropriate equipment over the weekend in two days' time. The logistics carriers delivered all 11 truckloads, damage free, to the car dealerships across the United States by the end of that same week.

WHAT WAS THE PROBLEM?

Truck capacity, and more importantly, the lack of it can have detrimental effects on a company's supply chain. In the automotive industry, receiving car parts for repairs in a timely manner is imperative to keeping customers satisfied with a quick turnaround time. Dealerships want to work with manufacturers who are dependable and reliable with on-time delivery of the car parts and materials they need.

For the manufacturer, making sure their customers, the dealerships, receive the parts and materials on-time is crucial. The manufacturer prepared their 11 truckloads of car parts for their LTL provider to pick up. Liftgates were required to make sure the equipment could make the delivery at the dealerships. At the last minute, the manufacturer received word from their current LTL provider that they did not have the truck capacity to handle the shipments. The manufacturer needed the shipments picked up and off of their dock before they closed their books for that month.

This capacity constraint, and subsequent missed pickup and delivery, would cause a week-long delay in production at the dealerships across the United States. This breakdown in their supply chain would cause loss of revenue as a result of stoppage in scheduled repairs and create a gridlock of repairs for the dealerships the following week if the shipment arrived late.

WHAT WAS THE SOLUTION PITT OHIO DEVELOPED?

With knowledge of PITT OHIO's capabilities, and having met with one of our Sales Representatives' recently, the manufacturer called PITT OHIO first. After understanding the emergency situation and equipment requirements, the PITT OHIO Sales Representative took it upon himself to guarantee pickup and delivery that very same weekend. On Friday night, he drove from Pittsburgh to Columbus to ensure he arrived on the customer's dock early Saturday morning. During the drive, he remained in constant contact with PITT OHIO's operations team and our sister company U.S. Cargo, coordinating drivers and trailer capacity for the weekend pickup.

Within one day, U.S. Cargo and PITT OHIO committed 11 trailers and 4 drivers to the solution. The customer's computer systems went down over the weekend, adding to an already challenging situation. As a result, bills of lading and manifests were handwritten for each shipment as the trailers were being loaded throughout the two days. Every shipment was stickered and loaded for outbound by Sunday evening and all of the freight was delivered to the dealerships by the end of that same week.

RESULTS/ OUTCOMES

With the quick turnaround time and capacity commitment by PITT OHIO and U.S. Cargo, the manufacturer eliminated delays in their supply chain. Eliminating this delay solidified the dealer's confidence with the car manufacturer. In turn, business levels will continue to grow, preventing any future revenue loss.

The PITT OHIO and U.S. Cargo team went above and beyond with a hands on customer service approach to ensure every detail was met in providing this solution to the customer. They also fulfilled the commitment of delivering all 11 trailers on-time and damage free.

Having proved our ability to problem solve in times of emergency, the manufacturer has come to consistently rely on PITT OHIO and our sister company U.S. Cargo.