

# CROSS-DOCK SOLUTION

## OVERVIEW

With a complete understanding of the problem this Chemical Pool Company was facing with its seasonal business, PITT OHIO was able to develop a reliable, comprehensive cross-dock solution.

## WHAT WAS THE PROBLEM?

The PITT OHIO Sales Representative has a valuable relationship with this customer and is in constant contact with them to better understand their business. This Pool Chemical Company sells primarily to big box customers (Target, Walmart, Home Depot, etc.), but through continuous conversations, PITT OHIO learned that the customer was losing the more seasonal business with the smaller “mom and pop” type stores. The challenge with these smaller locations, however, is the lack of dock space for deliveries and the need for special delivery equipment. The customer was looking to reduce their carrier pool to handle this project which proved challenging when certain carriers that operated the required specialized equipment on a national level closed their doors.

## WHAT WAS THE SOLUTION PITT OHIO DEVELOPED?

PITT OHIO’s SUPPLY CHAIN department builds relationships with carriers all across the country and manages the relationship between our customer’s and the trusted carriers. The SUPPLY CHAIN department evaluated all of the customer’s requirements to determine a solution that was the best for the customer. After a thorough analysis of the customers’ outbound freight from Georgia, the SUPPLY CHAIN department determined the solution could be best managed with one of our strategic partners.

The 8-10 week program required management of dropped trailers at shipper, lift gate equipment, and hazmat certified drivers. By developing cross-dock solutions to sort material intended for different destinations, PITT OHIO increased the supply chain velocity by eliminating unnecessary handling and storage of product.

## RESULTS/ OUTCOMES

The customer eliminated costs associated with handling excess inventory in a warehouse.

The customer’s investment resulted in a reliable, comprehensive solution that has not let them down.

The customer received 100% on-time delivery across 140 loads in the 8-10 week period.

Customer expressed confidence in PITT OHIO’s ability to manage the relationships with the additional carriers and was pleased with the twice a day updates from their dedicated account manager.