

# ▶▶ SOLUTION SPOTLIGHT

**PITT OHIO**

SUPPLY CHAIN • GROUND • LTL • TL

• **TIME-SENSITIVE DELIVERIES**

## CLASS IS IN SESSION

This supplier of early education textbooks required a carrier familiar with time-sensitive deliveries. During an already busy season for shipping textbooks, an emergency arose at the end of the month. Capacity was tight in the Kansas City, Kansas area, but service could not be compromised. Familiar with PITT OHIO's customer service and reliability in our core area, our 3PL partner called on us for a recommendation in Kansas City, a challenging freight market and difficult area to service. Not only did each of the 27 schools need their textbooks by the end of the month, but the deliveries to each school required a lift gate, an inside delivery and a delivery appointment. PITT OHIO's sister company, Dohrn Transfer moved to the head of the class. Upon receiving the call, two trailers left Nevada and were dropped at Dohrn Transfer's Kansas City terminal. Dohrn Transfer delivered all 47 shipments on-time and intact by July 31<sup>st</sup> ensuring all students at the 27 different elementary schools received their textbooks for the school year.

### **BOTTOM LINE**

Although these textbooks were delivered to elementary schools, there was nothing elementary about this solution. When the class bell rings this fall at these Kansas City schools, teachers and students will never know their textbooks may not have made it to their desks because of truck capacity constraints in their city. Delivery requirements can be simple or very complex, but when arranged ahead of time, everyone earns an A+. We learn everything we can about our customer and the delivery requirements ahead of time, especially in challenging delivering areas, to best prepare our drivers and equipment. We study the details our customers require, such as lift gate, inside delivery and delivery appointment, so that no test is too challenging. Chalk it up to years of experience and decades of customer satisfaction.

