

# SUPPLY CHAIN CASE STUDIES

## Bulk Replenishment

A company considers an optimal carrier solution in order to provide specialized and time-sensitive auto-replenishment of bulk chemicals at customer locations.

### Customer Need

A Fortune 500 chemical manufacturer has a water care services unit which consists of water treatment products for boilers, cooling systems and waste treatment systems. The products delivered to these customers are usually in bulk form and hazardous in nature. The product must be maintained at 55 degrees Fahrenheit and must be pumped into a holding tank by the delivering carrier at the time of delivery. It is also essential that the carrier rinse and sanitize the pump and shipping containers and return them to the origin facility. Delivery times and special requirements must also be coordinated with the chemical manufacturer's sales force as these deliveries are specialized and time-sensitive in nature. **This customer needs a carrier that is able to maintain both the service requirements and sales force relationships for a successful distribution strategy.**

### Process

PITT OHIO met with the chemical manufacturer to review all delivery requirements and future expectations. Using this information, combined with detailed shipment history, PITT OHIO was able to develop a customized and optimal solution for handling the water care shipments for this manufacturer. The process consists of delivering drums of bulk chemicals via a dedicated truck and pumping the material directly into the customers' holding tanks. The truck is insulated, fitted with a heater and maintained at 55 degrees Fahrenheit to ensure the proper safety of the product. The driver moves the drum from the truck to the holding tank and utilizes an electric pump to dispense the bulk material. Upon completion, the driver rinses the pump to meet safety requirements outlined as part of the program.

### Program Results and Benefits

- Decreased costs as the program expands through customized pricing and separate rates for driving and delivering
- Ensuring that customers are receiving a reliable product through the use of temperature controlled equipment
- Direct relationship between the dedicated driver and the chemical manufacturer sales force ensures accurate deliveries and proactive issue handling
- PITT OHIO provides route-specific manifesting, invoicing and reporting for program management