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LOGISTICS | WAREHOUSING | INTERNATIONAL | FLEET

> "We capture every shipment outcome in real time, turning what was once product destruction into measurable social impact."
>
> Aaron Spencer, Logistics Manager
> Jarrett

**INTERNATIONAL CPG COMPANY**

# JARRETT TRANSFORMS END-TO-END PROCESS FOR REFUSED AND DAMAGED FREIGHT

## CUSTOMER

An international consumer-packaged goods (CPG) company and leading manufacturer of branded products maintains rigorous quality control standards and a strong commitment to responsible supply chain practices. Operating a nationwide distribution network, the company manages a high volume of freight, shipping primarily to retail partners.

## THE CHALLENGE

The CPG company faced increasing challenges managing refused and damaged freight while balancing regulatory compliance, cost control and corporate responsibility.

Limited visibility made it difficult to determine which products were destroyed versus donated, and the absence of a standardized process prevented the redirection of eligible items. In addition, tracking gaps emerged when carriers declined to destroy refused freight.

Without centralized coordination or reporting, the company lacked insight into the volume, location and final disposition of refused freight, making it difficult to measure impact or drive improvement.

These limitations also hindered the company's ability to support social responsibility initiatives and identify opportunities to reduce waste. The company needed a solution that could deliver end-to-end visibility, standardize processes and align operational decisions with its corporate values.

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## THE SOLUTION

Jarrett implemented a structured, end-to-end donation and disposition management process that transformed how refused and damaged freight was handled. The solution included:

- **Nationwide donation coordination:** Leveraged Jarrett's network of LTL carriers to quickly identify opportunities and communicate next steps. Tools like Feeding America's online lookup ensured products were routed efficiently to local donation sites.
- **Defined decision workflow:** Guided carriers and stakeholders through donation versus destruction scenarios while preserving the company's quality standards.
- **Centralized execution:** Jarrett coordinated donation sites, deliveries and carrier instructions on the company's behalf.
- **Full documentation and system visibility:** Captured proof of donation or destruction digitally, stored in both Jarrett's and the company's TMS for quick access, shared visibility and audit-ready reporting.

This allowed donation of products that were previously destroyed while maintaining compliance and gaining transparency.

## VALUE DELIVERED

### ROI and Impact

Implementing the solution delivered immediate visibility, with ongoing benefits. During the reporting period, 89 disposition cases were tracked, and the process led to a significant reduction in unnecessary product destruction, lowering waste and associated costs.

### Visibility and Reporting

The solution provided end-to-end visibility into refused, donated and destroyed freight, which was previously unavailable. Clear reporting by carrier, lane, consignee and shipper enabled trend analysis, accountability and improved decision-making across the organization.

### Process Standardization

Jarrett created a formal donation pathway for products that were historically destroyed, reducing internal effort by managing donation coordination. The standardized approach maintained strict quality control standards while introducing needed flexibility.

### Enterprise Alignment

Logistics operations and corporate social responsibility initiatives became more aligned and stronger. By establishing a clear plan and execution path, the company achieved organization-wide alignment around shared goals and outcomes.