



PERSONAL CARE & HOME FRAGRANCE | CASE STUDY / 2023

GLOBAL LEADER IN PERSONAL CARE AND HOME FRAGRANCE STREAMLINES STAKEHOLDER COORDINATION, INTRODUCES SAVINGS TO DRIVE LTL BUSINESS FORWARD

Partnering with Jarrett resulted in \$66,000 in cost avoidance, provided opportunity savings of over \$600,000 in five months.

OVERVIEW

In 2008, a global leader in personal care and home fragrance (not named due to corporate policy) began the process to move its production system, gaining alignment from key suppliers to move operations to the United States from China and Canada. While the company has an international footprint, 85% of its production is now done domestically at its unique home campus.

The company campus is home to 10+ manufacturers and 20+ facilities, requiring a robust truckload and LTL network to coordinate movement between its vendors, partners, distribution centers, fulfillment centers, and 1,800+ retail stores.

THE CHALLENGE

The company needed to spend less time and resources sorting out challenges within its relatively small LTL business – approximately 10% of overall transportation spend. Many operational and financial challenges that impacted the LTL business came from limited operational visibility, which strained relationships with vendors, partners, and carriers.

The company looked for a partner that could more efficiently and effectively support its LTL business—one that could expand its carrier base to support higher volumes and better service at lower costs and reduced transit times. The global retailer also needed to bridge the gap between key stakeholders, identify opportunities to reduce idle time, expenses, and billing timelines, and improve the customer experience and overall service.

“We could set Jarrett up as a carrier just as we did with any other carrier. The process was smooth and streamlined, requiring very little IT support.”





VALUE DELIVERED

The company turned to Jarrett to improve its LTL operations. “Jarrett’s industry knowledge, dedication to service, experience in streamlining processes, and exceptional track record checked every box for us. They have relationships with the best carriers, and we knew they would bring savings to our business,” a company freight accounting manager said.

Cost Avoidance and Opportunity Savings

Partnering with Jarrett has saved nearly \$66,000 in cost avoidance of accessorial charges and provided opportunity savings of over \$600,000 in five months. The company is on target to save over \$1 million in its first year with Jarrett.

Expanded Portfolio of LTL Carriers

With the ability to tap into more regional networks through Jarrett, the personal care and home fragrance retailer can achieve better service, better transit times, and better control over costs.

Consolidated Activity

Carrier activity is consolidated into a single charge, allowing the team to quickly review quarter-over-quarter and season-over-season within the TMS. This has amplified the team’s decision-making process, helping them identify trends and know where to adjust or tweak processes.

Increased Billing Efficiencies

The team was spending hours, even days, reconciling LTL bills—but with Jarrett, 100% of the truckload and LTL network is managed via EDI, with the team using freight delivery as the trigger to generate one invoice. These efficiencies have reduced the headcount needed to manage billing, allowing the business to dedicate resources to other areas of the company.

Streamlined Claims Process

The company’s previously slow claims process that involved multiple stakeholders is now streamlined, with a 70% increase in how quickly claims are settled thanks to Jarrett experts managing the process. The value per claim the company receives is also typically at the maximum amount allowed.

Operational Opportunities

Jarrett provides reports that identify opportunities, many of which have helped to improve relationships with their partners. Now armed with more advanced analytics specific to its LTL business, the team can continue optimizing and driving performance and service.

True Collaboration

Jarrett coordinated directly with the company’s partners and vendors within their campus to iron out existing issues, unlocking greater collaboration between all stakeholders and resulting in fewer delayed shipments, BOL issues, and errors in freight classification.

“Jarrett has been an excellent partner whose expertise and service level are unmatched. It doesn’t take long to realize savings—and the value of their partnership is almost instantaneous,” said the freight accounting manager.



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