



CHEMICAL MANUFACTURING CASE STUDY

VALUE DELIVERED:

OVER \$500,000 IN PROACTIVE COST SAVINGS THROUGH BILLING CORRECTIONS
AUTOMATED PRICING AND STREAMLINED BILLING WITH FREIGHT ALL KINDS (FAK)

CUSTOMER

A global chemical manufacturer, known for high-performance surface finishing solutions across the automotive, electronics and general manufacturing sectors, partnered with Jarrett to navigate its highly regulated supply chain.

With thousands of time-sensitive, hazmat-designated shipments moving across regions and international borders, the company must meet stringent compliance requirements from the Department of Transportation (DOT).

THE CHALLENGE

Prior to the partnership, the manufacturer managed transportation directly with carriers using manual, inefficient processes. They lacked internal tech infrastructure and employees had no formal method to track when freight would arrive.

Key challenges included:

- **Lack of digital tools for tracking and visibility**
- **No internal SOPs for managing BOL accuracy**
- **Reliance on one internal safety expert for freight decisions, with no access to analytics or KPI tracking**
- **Frequent DOT-related issues with hazardous materials compliance**

Their biggest challenge was incorrect or missing NMFC and freight class data resulting in inflated shipping costs from higher freight classifications and unexpected balance bills. These errors required manual corrections, wasted resources and increased compliance risks.



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THE SOLUTION

To address these recurring issues, Jarrett stepped in with a hands-on, preventive approach that ensured every shipment was compliant and cost-effective before it left the dock.

Key initiatives included:

- **Real-Time BOL Auditing:** Jarrett reviewed each bill of lading in real time, verifying that freight class and NMFC numbers were correctly assigned prior to shipment.
- **Direct Carrier Collaboration:** Jarrett worked closely with carriers to rectify any classification errors, ensuring that billing accurately reflected the true nature of the shipment.
- **FAK Banding:** By implementing FAK bands, pricing across a predefined class range was automated and standardized, eliminating guesswork and streamlining the billing process.
- **Client Education:** Jarrett's team partnered with the manufacturer to identify root causes of recurring documentation issues, providing guidance and tools to prevent future errors.

"To prevent issues, our team reviewed BOLs, corrected missing details and worked directly with carriers to make sure shipments were billed correctly," said Alyssa Hostetler, Logistics Manager at Jarrett.

THE RESULTS

By shifting the burden of freight management off the client's internal teams and implementing preventive measures, Jarrett delivered:

- **\$500,000+ in proactive cost savings** through billing corrections
- **Reduced administrative workload** for the client's internal staff
- **Improved compliance** with DOT guidelines for hazardous materials
- **Standardized pricing** and fewer rating disputes through FAK implementation
- **Higher visibility** into freight documentation and performance metrics