



"The prompt attention by Jarrett to our delivery schedules and their follow-up to ensure our satisfaction has always been a cornerstone of our relationship."

Mark Davis, Corporate Buyer
Jay Industries Incorporated

JAY INDUSTRIES INC. CASE STUDY

VALUE DELIVERED:

10% COST REDUCTION PER SHIPMENT
REDUCED DETENTION AND DEMURRAGE FEES THROUGH PROACTIVE COMMUNICATION

CUSTOMER

Jay Industries, a vertically integrated metals manufacturer, imports international freight. They move shipments from overseas ports to domestic warehouses via a combination of ocean freight, rail and trucking.

Their logistical needs involve complex processes, including drayage and in-bond shipments, to ensure products reach their final destinations efficiently and compliantly.

Through its partnership with Jarrett, Jay Industries sought to optimize its supply chain operations and mitigate common challenges associated with moving global freight.

THE CHALLENGE

Jay Industries encountered significant hurdles in its international shipping operations, primarily related to:

- **Managing cost and delivery times for drayage and in-bond freight.**
- **Port disruptions forced many shipments to route through Canada.**
- **Demurrage and detention fees due to poor communication between customs brokers and freight forwarders.**
- **A lack of reliable shipment tracking and predictability hurt customer satisfaction.**



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THE SOLUTION

Jarrett implemented a comprehensive, high-touch service model designed to address Jay Industries' specific challenges. This approach significantly improved efficiency, reduced costs and enhanced overall visibility.

PROACTIVE DRAYAGE MANAGEMENT

Jarrett established a daily tracking system for every shipment, ensuring real-time visibility into status with predicted arrival times. By monitoring and maintaining proactive communication with carriers and internal teams, drivers knew exactly where to pick-up shipments before they incurred demurrage or detention fees.

"Jarrett has been extremely helpful in doing everything possible to quickly get trucks onsite for pickup," said Mark Davis.

STREAMLINED IN-BOND PROCESS FACILITATION

Jarrett managed Jay Industries' in-bond shipments, during periods of port congestion and potential strikes. By leveraging specialized carrier licensing and documentation, Jarrett enabled freight movement from Canadian ports to the U.S. border without requiring customs clearance in Canada, allowing flexibility and continuity.

ENHANCED COMMUNICATION AND VISIBILITY

Jarrett implemented a high-communication approach, ensuring Jay Industries had clearer visibility into container and shipment arrival. This bridged gaps between various logistics partners, creating a more cohesive and transparent information flow.

"When unexpected changes come up, like last-minute schedule shifts or customs delays, we react quickly and keep their warehouse team informed so they can adjust without disruption," said Bill Perry, Senior Manager of Logistics Operations, Jarrett.

COST REDUCTION AND EFFICIENCY GAINS

Through efficient process management, proactive issue resolution and rigorous cost auditing, Jarrett achieved an average cost reduction of 10% on each shipment.