

"Jarrett strategically got us in a good position to move our freight to ensure no capacity issues or missed pickups occurred."

Regina Dickey, Manufacturing
Support Manager



MARLITE CASE STUDY

NAVIGATING THE LOSS OF A SUPPLY CHAIN PARTNER WITHOUT DISRUPTION

VALUE DELIVERED:

- **CARRIER GUIDANCE AND FREIGHT CLAIMS NEGOTIATION MITIGATES OVER \$30K IN LOSSES**
- **ACCESS TO POOL DISTRIBUTION, INCREASING TRANSPORTATION EFFICIENCY AND LOWERING THE RISK OF FREIGHT DAMAGE**

CUSTOMER

Marlite is the largest manufacturer of slatwall and fiber reinforced polymer wall panels in the U.S. with a diverse selection of innovative interior wall systems. The company has three locations: Dover, Ohio; Arlington, Texas; and Santa Fe Springs, California. As the leading source for commercial wall solutions, Marlite's mission is to produce versatile panels that fulfill their customers' creative vision and performance requirements.

THE CHALLENGE

Marlite faced significant challenges in 2023 due to the unique characteristics of their freight, which included overlength and fragile items, making it difficult to secure reliable carrier options. 40% of their carrier network relied on Yellow, a carrier that ultimately filed for bankruptcy that year, posing a substantial risk for supply chain disruption. Demonstrating a commitment to continuous improvement, Jarrett and Marlite collaborated to address controllable factors. Together, they focused on enhancing packaging to make Marlite's freight more appealing to a broader range of carriers, ensuring a smoother transition and mitigating the impact of potential carrier changes.

THE SOLUTION

Jarrett supported Marlite through the challenges of losing a major transportation carrier by being proactive to ensure a seamless transition to a more efficient and reliable logistics model. This included improved packaging strategies, implementing a pool point distribution strategy and introducing advanced technologies to enhance operational efficiency and analytics. With a dedicated support team, Jarrett established a weekly schedule with a TL carrier to streamline final-mile deliveries. Today, Marlite benefits from a diversified network of eight contracted LTL carriers and a multi-stop TL program that shifts higher-value distributor freight out of the LTL network into a cost-effective TL environment.

"When we first looked to evaluate our freight, one of the things that stood out was Jarrett's ability to not give us a sales pitch but to listen to what we needed as a company."

Regina Dickey, Manufacturing Support Manager

Pool Point Distribution:

Gaining access to Pool Point/Multi-Stop for TL provided Marlite with increased control over their shipments and the number of transfers to reduce the chances of freight damage while loading or unloading.

Freight Claims:

Jarrett's support team ensured the remaining \$36,837 in claims with YRC were negotiated fairly after the bankruptcy and recouped over \$26K while significantly reducing the number of overall claims.

Customer Service:

"We enjoy sitting down to discuss opportunities and options with Jarrett and creating the best freight options and service for our customers," said Dickey.

Visibility and Analytics:

Jarrett's advanced TMS platform, jShip, delivers analytics and visibility for Marlite's shipments, providing recommendations on carrier timing and preventing capacity issues or missed pick-ups.



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