

MARLITE CASE STUDY

JARRETT REDUCES DAMAGE CLAIMS BY 44%

**Packaging Optimization Saves
\$120K+ Annually**

CUSTOMER

Marlite is the largest U.S. manufacturer of specialized interior wall systems, including slatwall and fiber-reinforced polymer (FRP) panels. The company maintains a strategic national distribution network with three key operating facilities located in Dover, Ohio; Arlington, Texas; and Santa Fe Springs, Calif. As a leading supplier of commercial wall solutions, Marlite's objective is to deliver versatile panels that meet both the design specifications and performance demands of its customer base.

THE CHALLENGE

Marlite had high claim numbers prior to Jarrett working with them. Their fragile, overlength freight made damage more likely during transit, and many carriers were hesitant to carry their shipments because the packaging increased claim potential. Jarrett identified packaging as a major improvement opportunity and provided consistent recommendations to make Marlite's freight more carrier-friendly.



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THE SOLUTION

Embracing a proactive approach to strengthen Marlite's logistics network, Jarrett analyzed freight characteristics and identified key areas for improvement. Targeted packaging enhancements, such as switching to fully crated panels and consolidating loose trim and adhesive, significantly reduced damage claims and shortages.

Network diversification doubled carrier options. A tailored multi-stop truckload program created a more flexible, reliable and cost effective logistics model.

VALUE DELIVERED

PACKAGING IMPROVEMENTS | DAMAGE CLAIMS

Marlite shipped three products together: 8'x4' wall panels, trim and adhesive. Each was vulnerable to damage during transit. Adhesive was shipped loose in corrugated boxes, leading to frequent damage and loss. Through multiple on-site visits and collaboration with Marlite's team, Jarrett identified key packaging and loading improvements. Jarrett recommended upgrading to stronger custom pallets and fully enclosing panels in sturdy crates. Adhesive was secured to panel pallets and the loading process was updated. As a result, damage claims were reduced by 44%.

"Jarrett has been instrumental in optimizing packaging and our logistical challenges over the past five years, consistently bringing new and innovative solutions to consider for implementation," said Derek Hostetter, VP & GM at Marlite.

SHORTAGE REDUCTIONS | CONSOLIDATED SHIPMENTS

Marlite had previously experienced frequent shortages, with most issues stemming from adhesive shipped without standardized packaging or palletization. Jarrett collaborated with Marlite to reduce lost units through improved packaging and handling. Adhesive was palletized using smaller pallets from the supplier, and trim was consolidated when possible. Loose pieces were either crated or integrated into existing packaging to reduce exposure and streamline delivery, reducing shortages by 61%.

"Marlite has worked with many logistic providers, and we view Jarrett as a world-class organization in everything logistics. They are a true extension of our enterprise," said Hostetter.

MULTI-STOP TRUCKLOAD | FREIGHT CONTROL

Marlite's multi-stop truckload and pool distribution gave greater control over higher-value orders while reducing transfers and minimizing damage risk. Jarrett managed these shipments by building routes, confirming deliveries and maintaining consistent communication with receivers. The custom approach ensured smoother handling, better service for key customers and improved reliability while protecting Marlite's freight.