



**"Things are much more streamlined than before for payables, invoice processing and tracking carrier performance. Consolidating it all with Jarrett has had a significant impact on how our freight works."** -Nate Andrews, President  
Morse Manufacturing

## MORSE MANUFACTURING CASE STUDY

### CARRIER RATE INCREASE MITIGATION BY 30%

### CARRIER SCORECARD PERFORMANCE AVERAGING 95%

#### CUSTOMER

Morse Manufacturing Co. Inc. is a leading producer of material handling equipment, specializing in drum-handling solutions for industrial markets. Based in Syracuse, N.Y., Morse needed a logistics partner capable of managing multi-modal freight while providing the responsiveness and visibility required to support daily domestic and international shipments for its expanding customer base.

#### THE CHALLENGE

##### Limited Network Visibility:

Morse lacked clear insight into shipment status and transportation activity, making it difficult to plan proactively or address issues quickly.

##### Slow Response Times:

Communication gaps and delays from previous providers created inefficiencies and impacted customer service.

##### Inconsistent Execution:

Variability in carrier performance and limited real-time data contributed to chargebacks, complaints and reduced reliability across transportation lanes.

##### Scalability Concerns:

Existing processes were not equipped to support demand fluctuations, international requirements or long-term growth initiatives.

#### THE SOLUTION

##### Multi-Modal Logistics Support:

Jarrett introduced a cohesive freight management program spanning LTL, TL, expedite and international transportation, ensuring consistent performance across every channel.

##### Real-Time Visibility & Proactive Communication:

Enhanced tracking, proactive notifications and structured performance reviews allowed Morse to improve planning accuracy and gain complete transparency into their network.

*"From an order processing standpoint and internal office operations, there has definitely been an improvement on efficiency and the amount of time our employees are spend dealing with freight issues,"* said Nate Andrews, President of Morse Manufacturing.

##### High-Touch Service Model:

Jarrett's dedicated customer account team ensured fast responses, personalized support and continuous optimization of carrier and lane strategies.

##### Scalable Processes for Future Growth:

With streamlined workflows and selective automation of order routing and exception handling, Morse gained the operational agility needed to support seasonal spikes and ongoing expansion.

#### VALUE DELIVERED

**Enhanced visibility and tracking**, supported by daily reporting and the jShip TMS, addressing a key gap with their previous provider.

*"Jarrett and the team have made our freight operations infinitely more efficient than what we were doing before,"* said Andrews.

**Improved billing accuracy after NMFC reclassification**, provided through hands-on support to ensure proper classifications and preventing unnecessary charges due to misclassified freight.

**Carrier rate increase mitigation of 30%** achieved through ongoing carrier negotiations—without restructuring Morse's carrier strategy.

**Carrier scorecard performance averaging 95%** including on-time pickup and delivery, rate compliance and invoice accuracy, with three of the top five carriers performing at 97% or better.

**Scalability and operational consistency**, enabling Morse to support growth and seasonal volume changes without sacrificing service levels.



##### PARTNER WITH US!

Visit [GoJarrett.com](http://GoJarrett.com) to see other case studies and find out how we can help you meet your goals.

GOJARRETT.COM | 877-392-9811