

"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.



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