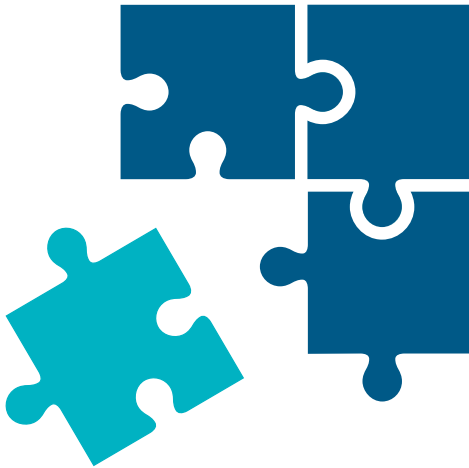


For more than 18 years, Logistics KnowledgeBase has been a reader favorite and focal point of reader response and activity.

Why? Because *Inbound Logistics* assembles the best contributors to offer their experiences, perspectives, and knowledge accumulated over years of successfully managing complex logistics and supply chain challenges, and, more importantly, leveraging business opportunities through logistics excellence.

Knowledge is power and Logistics KnowledgeBase gives you a quick data dump and the information you need to drive transformative change at your enterprise.



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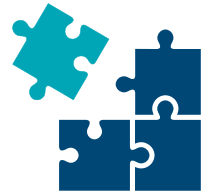
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# Supply Chain Challenge? **SOLVED**



## The Show Must Go On

Leaning on 30 years of experience shipping in Mexico, CFI delivered concert equipment for a well-known pop music group tour in North America.

### THE CHALLENGE

For an international arena tour, the logistics of moving large amounts of gear and music equipment presents unique challenges. This is why the leading provider of live-event freight forwarding and logistics services, Rock-it Cargo USA, LLC, turns to CFI to deliver equipment for concerts in the United States and Mexico for their award-winning internationally touring band clients.

CFI is the perfect combination of capacity, experience, and dedication. Given the unique security and capacity needs associated with shipping into Mexico combined with the time-sensitive nature of concert tours, the production crews need experienced partners they can trust to deliver safely, within budget, and on time.

### THE SOLUTION

Through partnerships with previous concert moves and as the premier choice for Mexico truckload linehaul, CFI was approached by Rock-it Cargo to facilitate the moves across multiple locations for a series of concert dates in both the United

States and Mexico. This required careful coordination by CFI's driver planners across the country to ensure capacity would be available and deadhead would be minimized to provide additional value for the customer.

In a recent project CFI picked up 14 trailers of gear and equipment in Las Vegas, Nevada, plus an additional four trailers in Hollywood, California. These trailers were moved to Monterrey, Mexico, for the first shows in the Mexican tour, then on to Mexico City, and finally to Guadalajara. The trucks were diligently monitored as tractors and trailers were supported by security teams to each venue through arrival.

After the final concert date in Mexico, CFI moved the 18 trailers to the United States for the continuation of the tour.

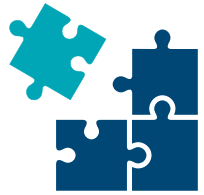


# CFI

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phone: 800-641-4747  
web: [cfidrive.com](http://cfidrive.com)

## Supply Chain Challenge?

# SOLVED



# Conquering Overflow Leads to a Long-Term Partnership

When a global medical device manufacturer turned to Suddath to manage overflow product, it found a long-term partner that also provided warehousing and value-added services.

### THE CHALLENGE

One of the world's largest medical device manufacturers needed full-pallet storage of finished goods to manage overflow quarantine product.

The company had outgrown their distribution center and needed an overflow solution quickly, but also one that could grow and be effective for the long term. After partnering with Suddath®, the client's needs grew and they also required an efficient third-party logistics operation. To assist in this endeavor, Suddath began coordinating warehousing and value-added services such as case picking orders for the client's customers.



### THE SOLUTION

After building trust in the partnership, Suddath was given the opportunity to manage the entire inventory of quarantine product.

This complex process included receiving quarantine finished goods directly from the client's manufacturing lines, storing the quarantine product, and identifying and pulling samples of the quarantine product for the company's quality assurance (QA) group for evaluation. After a thorough evaluation, the logistics team would release the

quarantine product as directed by the QA group.

Suddath was also tasked with operating the manufacturer's on-site raw materials warehouse by leveraging the use of a dedicated on-site team.

Because of this successful operation, the client wanted to expand the partnership in a way that would help them to more efficiently realize their daily production goals. Suddath's team set up a lineside delivery operation to deliver raw materials directly to the point-of-use area within the client's primary manufacturing lines to support the company's busy production schedule.

Suddath now works directly with the procurement, planning, and scheduling departments to deliver the right material at the right time.

### THE RESULTS

The partnership between Suddath and the client grew from a single service opportunity into a successful, multifaceted, decade-long relationship.

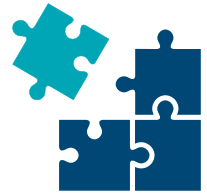
Suddath now operates a dedicated on-site warehouse and two off-site warehouses that integrate a top-of-the-line shredder for materials/packaging destruction of raw warehouse materials. Suddath processes approximately 85 tons of materials per month.

Two labeling machines were also installed at its off-site distribution center to manage the labeling of finished goods for the client's Latin and Central American customers.

Suddath's support with the labeling operation has increased multipacks per month by 114% in two years. This success has led to more volume with plans to expand to additional countries.



To learn more:  
phone: 800-288-7833  
web: [suddath.com/logistics](http://suddath.com/logistics)



## Supply Chain Challenge? **SOLVED**

# Getting Crafty with Supply Chain Solutions

Verst Logistics helped an arts and crafts supplies company address peak season challenges and growing sales by expanding its supply chain capabilities.

### THE CHALLENGE

A high-growth arts and crafts supplies company decided it had to pursue a new path to improve its limited supply chain capabilities. Sales growth during the fourth quarter peak period had created challenges in getting orders processed accurately and on time. While growing sales is a very good thing, the problems that resulted were significant, impacting customer satisfaction and lowering fill rates. Additionally, forecasting in a high-growth business was difficult, and staffing for a peak season that lasts only a few

days was nearly impossible. Shipping out of a single distribution point in California to reach East Coast customers added to the problems. As peak hit, the management team had to work side-by-side with their 3PL's employees picking, packing, and shipping orders to keep up with volumes.

### THE SOLUTION

The company began its search for a partner to execute its supply chain and improve customer satisfaction. The search led the company to Verst.

Verst created a plan to utilize its 396,000-square-foot fulfillment facility located in a key Midwest logistics corridor. Additionally, Verst partnered with Locus Robotics, a leader in state-of-the-art robotic technologies, to address peak season challenges by incorporating computer-guided bots for picking and packing speed and accuracy.

Now Verst fills orders for all geography east of the Mississippi, including a portion of product volume shipping direct to retailers, while following strict order compliance. The Verst solution handles more than 99% of all orders on time. At the height of the holiday peak, more than 100,000 units were picked and packed in one 24-hour period, with 90,000 units being confirmed and shipped out the same day.

The arts and crafts company now has a solution for reaching its direct and indirect customers that can grow with its business and operate smoothly throughout the entire year.

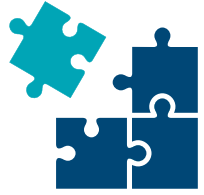


**Verst**  
LOGISTICS

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phone: 800-978-9307  
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## Supply Chain Challenge?

# SOLVED



# Holman Logistics Uses Artificial Intelligence to Increase Forklift Safety

Holman partners with OneTrack to bring AI solutions to the issue of forklift accidents.

### THE CHALLENGE

For Holman Logistics, nothing is more important than the safety of its team members and the customers for whom they provide manufacturing logistics, warehousing, and transportation services.

“Our core values set the foundation for the work we do, and we have no more important core value than safety. We constantly seek technology, training, and other innovative resources to help us maintain our superior safety performance,” commented Brien Downie, president of Holman Logistics.

Holman operates forklifts in all its locations across the United States, and operations managers and customers understand the human and financial costs of forklift-related accidents. Holman currently monitors and tracks forklift activity; however, management wanted to understand the root causes of mishaps and find out if it was possible to create a system to warn of problems and prevent accidents from occurring.

### THE SOLUTION

Along with ensuring that it hires, trains, and develops technically proficient forklift drivers, Holman chose to partner with OneTrack to leverage that company’s expertise in Computer Vision and Deep Learning, also known as Artificial Intelligence (AI).

Computer Vision refers to software processing images from an onboard camera. While the concept of Computer Vision has been around for a long time,



**Holman custom logistics solutions are both cost-effective and safe. AI technology provides real-time feedback and detects patterns to prevent collisions.**

recent advancements in Deep Learning allow computers to detect, recognize, and predict high-level concepts from images with superhuman accuracy and reliability.

A system powered by Deep Learning has the ability not only to detect that an incident occurred, but also to learn why that incident occurred. Most importantly, it can recognize the same pattern in the future and provide a real-time warning when it thinks a similar incident is about to happen. Such a system continues to learn while deployed, actively preventing incidents and continuously getting better at doing so. As the system learns, drivers become safer and more effective, and the number of accidents can be reduced over time.

These technologies create a safer, more efficient workplace for everyone, which is important for Holman because

processes, requirements, and workflows can vary greatly by customer and location across its network of facilities.

Brien Downie concluded, “I am confident that these AI tools, along with our never-ending safety focus, will help us achieve our goal of accident-free operations. AI technology is already having a positive impact on the safety performance of the entire industry.”



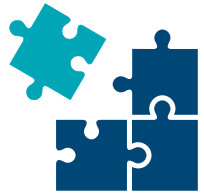
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## Supply Chain Challenge?

# SOLVED



# Importer Maximizes Savings and Customer Service with Kuebix TMS

By leveraging Kuebix and an integration with NetSuite, equipment parts importer Summit Supply ensures every order is shipped with the quickest, least expensive option to optimize savings and service.

### THE CHALLENGE

Summit Supply is a family owned and operated direct importer of high-quality rubber tracks, undercarriage wear parts, rubber track pads, and flatproof solid tires for equipment. They ship all over the United States from six warehouses located in New Jersey, Washington, Georgia, Illinois, Texas, and California.

Since opening their doors in 1982, Summit Supply has placed a heavy emphasis on fast delivery and availability of their products and has the largest in-stock inventory in North America.

Summit Supply's company mission is to be a "Team-Driven, Customer-Focused organization that strives to deliver quality products in a timely manner, at a fair price, with unmatched customer service." To achieve this mission, Summit Supply works to continuously improve its logistics operations.

### THE SOLUTION

In 2017, Summit Supply learned about Kuebix TMS from a trusted advisor in the industry. They immediately realized how much time they could save by leveraging Kuebix's side-by-side rate comparison functionality instead of navigating between carrier websites.

Summit Supply began as a Kuebix Business Pro account with multiple user seats. They immediately began seeing the benefits of the system, including time



savings and reduced freight spend. With Kuebix, Summit Supply ensures that every order is shipped with the quickest, least expensive option to maximize savings and service.

After their first year, Summit Supply decided to expand their use of Kuebix by connecting their ERP functionality with Kuebix TMS through an integration with NetSuite.

An ERP integration serves to automatically populate order information into Kuebix from NetSuite. This means that Summit Supply never needs to rekey line items and they always achieve 100% order accuracy by avoiding human error. After making the decision to integrate their ERP with Kuebix in 2018, Summit Supply was up and running with their integration in about eight weeks.

According to Cory Storr, a client care specialist who uses Kuebix daily for logistics operations, "The entire integration process took about two months. Kuebix's engineering and integrations teams worked closely with ours to make sure everything was working the way we needed it to."

Summit Supply's logistics processes are now greatly sped up, making it easier for them to focus on their mission. Instead of wasting time navigating between carrier websites and manually entering order information, all details are automatically populated within Kuebix to make rating and booking fast. Not only that, but documents such as BOLs can be automatically generated with the correct information every time.

Storr goes on to add, "The integration with NetSuite alone probably saves us two minutes on each order. When you multiply that by 80 orders a day, that's a lot of time savings."

By leveraging Kuebix and an integration with NetSuite, Summit Supply is confident that every order is accurate and that the lowest-cost carrier with the best service is chosen on every load. This allows them to deliver on their promise of being a team-driven, customer-focused organization that strives to deliver quality products in a timely manner, at a fair price, with unmatched customer service.



To learn more:  
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