

A CASE STUDY IN SHIPPING

Business to Business

Consolidating returns to achieve better process flow and save money.

THE CHALLENGE

An American supplier of forklifts and forklift parts to a large automotive manufacturer needed to find a way to cut costs and manage returns from their dealers in Canada. Farrow was tasked with setting up an account to aid in facilitating the returns and shipping them back across the border.

THE SOLUTION

After a thorough review of the company's facilities, products and challenges, Farrow proposed that the company's Canadian dealers send all returns to Farrow warehouses in LaSalle, Ontario or Delta, BC. This would allow Farrow to warehouse the items, consolidate them for economical shipping, and export them to the company's facility in the U.S. on an as-needed basis.

THE RESULT

Thanks to the Farrow solution, not only was the company was able to trim the costs of returns for their Canadian dealers, they were also able to manage the flow of returns, making it easier for their U.S. facility to receive and process them.

