CASE STUDY

JOB-SITE DELIVERY SHIPPER USES AM TRANSPORT'S EXTENSIVE NETWORK OF SMALL SERVICE-ORIENTED CARRIERS TO CUT COSTS AND SAVE TIME

Most shippers believe they're saving money when they book loads for the lowest rate, not taking into account the service failures, dropped or damaged loads, and late deliveries that often accompany that low rate. Here at AM Transport Services, we have long-term relationships with a core group of small, service-oriented carriers with low driver turnover, long business histories, and excellent reputations, so our customers are never surprised by those extra, budget-busting costs.

THE GOAL

On Time Delivery and Access to Drop Trailers

These white-glove jobsite shipments can take several hours to load because of the complexity of load configuration. Some pieces require multiple touches and personnel to get on trailers. At the same time, this shipper has a limited number of loading docks, so the smallest time-delay can really back things up.

Access to drop trailers for preloading is essential.

THE CHALLENGE

1

This shipper was using a primary carrier, with access to drop trailers, for 90% of their loads.

2

However, this carrier had a finite number of trucks and consistently gave loads back (sometimes the same day) because they had no return load or they were overcommitted.

3

At the same time, they refused all loads that didn't have an early morning appointment time.

4

This created backlogs and required the shipper to spend extra time re-covering the load at a premium rate.

THE SOLUTION

AM Transport worked with shipper and incumbent carrier to create better communication, streamline processes, and save money and time.

AM Transport accepted loads with a NO-GIVE BACK mentality, and over the course of a year, provided them with a pool of regional carriers that could supply the drop trailers they needed as their company grew. After a year, the shipper gave AM Transport 100% of their shipments, and we agreed to use their incumbent carrier on primary lanes.

The team at AM Transport worked with the carrier, enabling them to haul more shipments because we pay faster and communicate more quickly due to the expertise of our logistics team.

AM Transport provided the shipper with an online portal through which they can manage all shipments. No longer do they have to email for an ETA. Our carrier reps input all load information into our TMS and the shipper can access info if and when they need it.

AM Transport negotiated a multi-year warehouse agreement with a regional carrier to provide short-term storage for loads when the jobsite isn't ready. This warehouse is close to the shipper and will save them thousands of dollars in transportation and warehousing costs.

We've worked with other carriers, asset-based carriers. That always seemed to work best for us until we came across AM Transport. In the past I would have said we were 100% better with the asset-based carrier, but after working with AM Transport, I like what they can do for us. They're more versatile because they can reach out to other carriers and cover our loads. One of my favorite things about AM Transport is the patience they have with us when we have to switch loads at the last minute, and we tell them they don't have a load any more. Or when we call them and say, "Hey I've got this hot load, can you get it out of here for me?" They're very easy to work with.

AM Transport Services is a 2020 Forbes Small Giant Top 25 Companies in America. We've been providing outsourced logistics services to manufacturers and distributors for 30 years.

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