



Multiple Pallet Problems Meet Their One-Source Solution

Challenge

A large retailer with over 2,000 outlets nationwide was up to its neck in pallet problems. The outlets had few receiving doors, almost non-existent back dock area, and very little storage space. Many were challenged with local ordinances handicapping any outdoor storage of pallets and/or overnight staging of trailers. The retailer generated over 25 million pallets annually, many of which were leased and had to be returned to the leasing company. Differentiating pallet returns by type required even more space.

Additionally, the retailer faced delays awaiting multiple carrier appointments to pull the pallets from the retail locations, requiring additional personnel to track and trace transportation schedules. The program was inefficient, burdensome, and costly.

Solution

IFCO SYSTEMS' team of experience logistics professionals developed a comprehensive program to eliminate excess handling and provided a single source of transportation for all types of pallets - consolidating the multiple processes, and improving overall efficiency and service to all the retail locations across the country.

Results

Leased pallets were managed off-site and returns made on the customers behalf. IFCO utilized its network of over 120 company-owned and affiliated plants to create a single-source solution. Over 4,000 pieces of equipment were mobilized and committed to the program, and IFCO's dedicated hot line ensures flexible and quick pick-up scheduling with a 24 hour turnaround service to all locations.

IFCO's online pallet tracking software, PalTrax, allows the retailer to track pallets, create usage reports, increase visibility for all locations, and track service requests. Paltrax also provides an audit trail from recovery to retrieval and sortation, including the return of the leased pallets on their behalf. The detailed reporting and analysis identifies poor-performers in the program to help drive out costs and provide a continuous improvement process.