



Cabinet Supplier Looks to Spice Up Truckload Shipping

Systems integrations help streamline and enhance the full truck shipping process



Personal Service



Problem Solving



Integration / Automation

CHALLENGE

Kitchen Cabinet Distributors (KCD), a provider of high-quality, ready-to-assemble kitchen cabinets desired a way to streamline shipping full truckloads of their products. The new process would build upon the numerous other integrations already established with KDL Logistics and have a goal of moving a full truck as simply as a single pallet LTL order.

SOLUTION

After employing Applied Intelligence, KDL Logistics was able to determine the lanes and equipment used and created a rating profile that allows freight expense to be assigned at the time of order creation. Using automation, orders are sent to the TMS via API, processed through optimization, and supplied to KDL Logistics' capacity team. Once a carrier is assigned and documentation is generated by KDL, additional APIs are used by KCD to acquire information and documents (BOL/POD) to update and link to the order within their ERP system, NetSuite.

RESULTS

KCD's customers can now submit an order for a full truckload quantity, know the freight cost up front, and initiate a seamless sequence of events leading to a streamlined delivery experience. "The integration with KDL Logistics created invaluable efficiencies for our Customer Care team as well as our customers. It provides a direct connection and removes a large portion of manual work. The transition was so incredibly easy and seamless that training was quick and painless" said Mindy Justice, Director of Customer Care.

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"This automation saves me so much time. Everything from the consignee data to the load requirements are communicated automatically and the BOL is returned with no requirement from me. I'm free to spend more time coordinating the dock and the team vs. calling for trucks or filling out paperwork."

- Darlene Shadding, Shipping Coordinator

People Drive Logistics

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