



THE CHALLENGE

Orscheln wanted to improve internal efficiency through better collaboration with suppliers to reduce mis-shipments and ensure compliance with the company's transportation requirements.

THE SOLUTION

MercuryGate TMS helped Orscheln develop a supplier portal that improved employee efficiency and increased visibility to purchase orders, making it easier to manage compliance.

THE RESULTS

Orscheln was able to improve internal efficiency and create a paperless environment within its transportation department.



They [carriers] manage their own freight once they receive the tender through status updates. Once they deliver the load, their payment hinges on them showing it has been delivered in the system.

MIDWEST RETAILER PUTS TWIST IN CARRIER MANAGEMENT

ACHIEVING GREATER PERFORMANCE WITH CARRIERS

Orscheln Farm & Home, a family-run retailer doing business since 1961 with 167 stores in 9 states across the Midwestern US and growing. The company operates a private fleet of 57 trucks and manages inbound and outbound freight with in-house transportation professionals.

In 2008, the company looked to improve efficiency and KPIs. Orscheln's objectives were to increase supply chain visibility and heighten their supplier accountability.

Orscheln uses multiple modes of transportation (LTL, truckload, ocean import containers, and small package) and

needed a single TMS system to manage outbound freight as well as 300 containers a year of inbound freight.

TAKEAWAY OF THE SOLUTION

In 2008, Orscheln made the decision to implement MercuryGate TMS. To improve supplier accountability, Orscheln asked MercuryGate to design and implement custom supplier portals so suppliers could manage their shipments. Orscheln also wanted carriers to collaborate in the process from the initial load tender to the final settlement.

The goal was to reduce mis-shipments and enforce compliance. The adoption of TMS technology also helped Orscheln create

a paperless work environment. A second component, increasing supply chain visibility, was designed and implemented concurrently. The MercuryGate TMS architecture features control tower visibility with data analytics so Orscheln can monitor every shipment at every stage in their system.

THE FUTURE IS BRIGHT

Five years after their decision to buy MercuryGate TMS, the future for Orscheln looks brighter than ever. The supplier portal they desired is in place and functioning perfectly—each supplier sees their own POs and they are now able to manage them themselves.

The company's truckload carriers (they put specific portal in for them) manage

"And we've gone paperless – that's been another big benefit to having the TMS system. Everything we have put on the table and worked together to achieve has gone really smooth."

— Erle Bergstrom, Transportation/Fleet Manager

CASE STUDY



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Every new idea Orscheln has asked MercuryGate to incorporate into the TMS has been a success. MercuryGate's ability to configure the TMS to fit Orscheln's business processes has helped them make their business much more efficient.

CHANGES RESULT IN IMMEDIATE SUCCESS

As expected, the supplier portals and control tower visibility greatly reduced misshipments and increased carrier accountability so much that there is a financial incentive to be compliant.

The custom supplier portals and control tower visibility also help Orscheln diagnose problems before they arise and be proactive in solving issues. Going paperless and eliminating redundant and outdated manual processes has been a huge benefit for Orscheln since the decision to buy a TMS.

With the power of MercuryGate TMS, Orscheln has some big ideas on their drawing board – including bringing their outbound loads into the TMS and connecting it with the onboard system on their trucks for better communication.

To learn more, email sales@mercurygate.com

ABOUT MERCURYGATE MercuryGate provides powerful transportation management solutions proven to be a competitive advantage for today's most successful shippers, 3PLs, freight forwarders, brokers, and carriers. Through the continued release of innovative, results-driven technology and a commitment to making customers successful, MercuryGate delivers exceptional value for TMS users through improved productivity and operational efficiency.

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