

TemperPack Turns to TrueView TMS for Streamlined Tender Management and Securing Capacity

By leveraging TrueView TMS, TemperPack was able to reduce tender to accept time from 3 hours to 15 minutes while increasing tender acceptance rate with our easy to use software.

THE CHALLENGE

MANUAL TIME-CONSUMING PROCESSES LED TO INEFFICIENT TENDER MANAGEMENT AND LACK OF VISIBILITY INTO FREIGHT PERFORMANCE

TemperPack's coordinators would use a variety of Excel spreadsheets to keep track of their carriers and their tender management process. Using spreadsheets led to three main issues. The first challenge was the process of tendering out contract freight was incredibly time consuming due to back-and-forth emails and manual tracking of accepted loads from carriers. Additionally, if a shipment was rejected, the process of running a spot auction could take hours between building tenders, converting the information to a PDF, emailing it out to carriers, waiting for responses and aggregating bids in a spreadsheet. The second challenge was that TemperPack lacked insight into both carrier performance and overall price benchmarking to help them understand fair market rates at any given time. Finally, TemperPack worked with a small set of carriers and lacked resources and tools to efficiently seek out additional capacity for their freight, therefore limiting their ability to find the best freight rates. To solve their challenges, TemperPack sought a partner who could provide them with an easy-to-use technology that would streamline their tendering process while also providing them with additional capacity.

THE SOLUTION

TEMPERPACK TURNED TO TRANSFIX TO OPTIMIZE TENDER MANAGEMENT THROUGH TRUEVIEW TMS' FLEXIBLE ROUTING GUIDE AND INSTANT SPOT AUCTION

After learning about TemperPack's challenge, the Transfix team was confident TrueView TMS would solve TemperPack Major pain points. After uploading TemperPack's shipping lanes, routing guide, and preferred carriers into the TrueView system, we trained their coordinators on how to secure coverage via flexible routing guide, spot auction or direct

RESULTS HIGHLIGHTS:



~3 hours
saved/load



<15 minutes
to secure coverage



1000+
shipments in 6 months

tender, and helped them onboard their carriers on how to accept loads through the TrueView TMS. TemperPack began tendering freight within one week and increased tender volume 670% over 3 months.

Our solution helped TemperPack save time, reduce costs, and improve coverage in five ways:

- **Centralized Tender Management:** TrueView TMS allowed coordinators to store lane and carrier information, create shipments, tender freight and aggregate spot auction bids in one place
- **Instant Coverage:** By leveraging the TrueView TMS instant spot auction or using Transfix's Instant Booking capabilities, TemperPack could secure coverage in minutes
- **Automated Tendering:** TrueView TMS automatically sent tender requests and kept track of confirmations, eliminating tedious manual tasks and allowing them to focus on more strategic opportunities
- **Carrier Performance Insights:** TemperPack gained access to real-time data on carrier performance including tender acceptance rates and service levels
- **Contract and Spot Rate Benchmarking:** TrueView TMS provided freight spend benchmarks utilizing Transfix's TrueRate algorithm which incorporates 700,000 monthly data points to help coordinators optimize for the best rate

THE RESULTS

TRANSFIX TRUEVIEW TMS DROVE SIGNIFICANT TIME SAVINGS AND RELIABLE COVERAGE

- ✓ **Up to 3 hours saved per load:** TrueView TMS helped centralize and streamline the tender management process. TemperPack's coordinators no longer had to go through multiple steps and back-and-forth emails to tender freight. Instead, they could create shipments and automatically tender freight within minutes instead of hours.
- ✓ **<15 minutes to secure coverage:** TrueView TMS's flexible routing guide and instant spot auction capability enabled TemperPack's coordinators to confirm tenders or accept the best carrier bids within minutes. Additionally, the Instant Book via Transfix functionality gave coordinators the option to secure coverage instantly for time sensitive loads.
- ✓ **Took on 100% of freight in one month:** TrueView TMS's intuitive design and ease of use coupled with quick implementation allowed TemperPack to tender 100% of their freight through the TrueView TMS within one month.

*“Moving to TrueView TMS to manage our tendering process has helped my team save time, reduce frustration, improve our coverage, and gain operational efficiencies. I was impressed with how quickly we were set-up within days. **Now my team can spend less time on manual processes and more time on driving new business opportunities.**”*

Joe Raker,
VP Supply Chain,
TemperPack

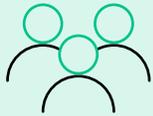




About TemperPack

TemperPack® makes packaging that works for businesses, people, and the planet. The company was born out of a desire to reduce the amount of unsustainable packaging caused by the rise of e-commerce and perishable delivery. Incorporating environmental responsibility into product design, the company specializes in bringing the highest quality packaging solutions to scale. Operating an ISTA® certified Thermal Transport Lab and state-of-the-art production facilities in Richmond, VA and Las Vegas, NV, TemperPack is rapidly expanding its reach in the perishable food and life sciences industries with recyclable and compostable packaging solutions. Their mission is simple: protect products with packaging that protects the planet.

CUSTOMER SNAPSHOT:



Employees:
200+



Facilities:
Richmond & Vegas



Number of lanes:
100+



About Transfix

Transfix is a leading transportation solutions provider whose digital brokerage capabilities and logistics software offerings are helping reshape the future of freight. The company combines deep industry expertise and a best in class carrier network with cutting edge technology. The result? Competitive pricing, superior service and reliability, and unmatched intelligence for optimizing the supply chain from start to finish. Today, the world's most recognized brands rely on Transfix's trusted carrier network, including six of the top ten retailers and five of the ten largest food and beverage brands in America. Transfix was named one of Forbes' "Next Billion-Dollar Startups" and is headquartered in the heart of New York City. For more information, visit www.transfix.io.

"TrueView TMS was quick to set-up and very intuitive to use. I love how much time I've saved using it, especially for spot auctions. Before TMS, it could take up to 3 hours to secure coverage. Now, I can run a spot auction directly from the TMS and start accepting bids in one place under 15 minutes."

Zach Nelson,
Logistics Coordinator,
TemperPack

