

Clothing and Accessories – Case Study

Introduction

One of Toll's leading Customers is one of the largest manufacturers of activewear, bodywear and intimates in the United States. Established in 1975 and known for its very high levels of customer service and fulfillment rates, the Company is now the leading replenishment supplier of both branded and private label activewear in department stores, mass merchandisers and sporting goods chains nationwide.

The core business is built around the strength of its brand names and they have partnered with and successfully developed some of the most recognizable brands in America.

Key Issues

The Company required a full service logistics provider that could offer a comprehensive end-to-end logistics solution originating with P.O. visibility and management, document collection, buyer consolidation and ocean/air freight forwarding out in Asia.

On arrival in the US the logistics provider would be responsible for order replenishment, fashion pick & pack, case pack processing, cross docking and value-added services.

Proposed Solutions

A summary of the supply chain process managed by Toll Global Forwarding (previously Summit) is detailed below:

- P.O. is sent via EDI from multiple ERP systems to Toll LOG-NET supply chain execution system.
- Vendor performance and pre-manufacturing milestones are updated in LOG-NET.
- P.O. monitoring at the factory is managed continuously.
- Goods are collected in China, Southeast Asia, Indian Subcontinent where buyers' consolidation services are performed.
- Toll consolidates cargo and collects documents at all origins.
- Toll provides 80% of ocean freight services through NVOCC division.
- Toll provides a multitude of shipping options, CFS/CY, CY/CY, CFS/CFS, as well as air freight services.
- Toll provides in-transit visibility with Advance Shipment Notice (EDI-856) and Carrier Milestone (EDI-315) events.
- Toll provides U.S. Customs ISF and AMS services at origin.
- Toll interfaces with the Company's brokers, as well as domestic warehouse management systems.
- Toll, thru their affiliate trucking division, FMI, provides pier drayage services to FMI facilities in NJ and CA.
- Toll, via FMI, integrates with The Company's distribution processes through the exchange of multiple EDI sets, including 944, 940, ASN-945.
- Toll, via FMI, performs Scan Pick, pre-cartonized picking for replenishment.
- Scan Pack, post-cartonization for processing

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- FMI provides case pre-pack and cross dock processing
- In 2010, FMI will initiate a program to utilize Bombay sortation system for order replenishment.

Outcomes Achieved

- Rapid start-up and integration of multiple programs with few problems, considering this is an exceptionally large client with many origin countries and multiple programs.
- Toll's LOG-NET system provides client with PO/SKU visibility of goods in transit.
- Improved loadability at origin is excellent.
- Integrated ISF program improves compliance and eliminates fines and inspections.
- Order accuracy has increased dramatically reducing chargebacks and mark downs.