



OPTIMIZING ONBOARDING FOR FRESH MEAT DISTRIBUTION

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A Look at Our Process

INTRODUCTION

Every customer's supply chain needs are unique, and ensuring seamless, successful transportation begins with a thorough onboarding process. Recently, we onboarded a customer who daily distributes fresh meat to grocery stores across Quebec and Ontario. The onboarding process underscored the importance of fully understanding product handling, packaging, and delivery requirements to ensure efficiency and freshness.

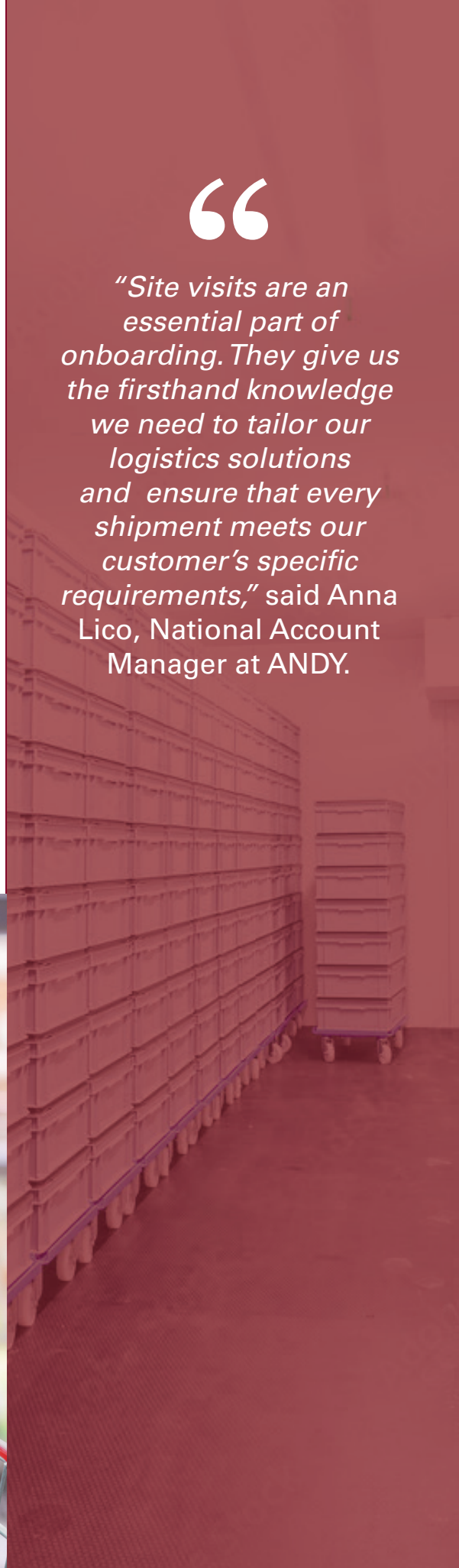
A HANDS-ON APPROACH

To gain firsthand insight into our customer's operations, we conducted a site visit to their facility, where we observed packaging and preparation. The fresh meat they distribute is packed in styrofoam containers, placed on 12x12-inch trays, and stacked up to four feet high. These trays are designed for optimal airflow, maintaining temperature control and product quality during transit. Afterward, we transport them in refrigerated trailers, ensuring a consistent cold chain from pickup to delivery.

During our visit, we observed the loading process to understand how the meat is placed in reefers. We documented each step through photographs, providing valuable references for our operations and customer service teams. These visuals help ensure alignment on handling and storage requirements.

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“Site visits are an essential part of onboarding. They give us the firsthand knowledge we need to tailor our logistics solutions and ensure that every shipment meets our customer's specific requirements,” said Anna Lico, National Account Manager at ANDY.



COLLABORATION & COMMUNICATION

Following the site visit, we held a meeting with the customer, along with our operations and customer services teams. Together, we went through the onboarding questions, addressed all relevant points, taking the time to discuss key product handling details. We also used the photographs we took during our site visit to clarify any remaining concerns. This meeting ensured we had a complete understanding of the product and its transportation requirements.

The customer appreciated our proactive approach and our commitment to learning about their operations firsthand.

Establishing a strong relationship based on mutual understanding is essential, especially when handling products that require careful management and timely delivery.

ENSURING FRESHNESS

For this customer, timing is everything. Meat shipments must arrive early enough for grocery store employees to stock their refrigeration units before opening at 8 a.m. The customer's deliveries are scheduled between 3 a.m. and 5 a.m. to ensure consumers receive the freshest products. Any delay can disrupt the supply chain, making real-time tracking and careful coordination essential.

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“ANDY has helped us maintain product freshness and improve our delivery performance through their meticulous monitoring of our processes and their logistics expertise. They’ve become an essential partner who helps us deliver freshness to our customers.”

– National Sales and Marketing Manager, Meat Distribution Business



COMMITMENT TO EXCELLENCE

This onboarding process was a success thanks to the valuable insights we gained into our customer's operations. At ANDY, we go beyond onboarding, we build strong, lasting partnerships. From the initial site visit to the final onboarding call, we ensure every detail is covered.

Once operations begin, our commitment doesn't stop. During the 90-day onboarding period, we closely monitor shipments, conduct regular check-ins, and proactively address any challenges. This hands-on approach ensures a seamless transition, reinforcing our dedication to precision, efficiency, and top-tier service.

At ANDY, we work alongside our customers to ensure their products arrive in optimal condition, ready to meet consumer demand. Whether handling fresh meat, other time-sensitive products, or any type of freight, we take every step necessary to optimize transportation, reduce risk, and deliver on time. We don't just move shipments, we deliver excellence, one load at a time.



TRUSTED TO DELIVER EXCELLENCE

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