



CUSTOMER CASE STUDY



HEADQUARTERS:

Bellevue, WA

MANUFACTURING LOCATIONS:

Portland, OR
Kansas City, MO
Indianapolis, IN
Schenectady, NY

ABOUT TAJIMA:

Custom blending specialists offering dry and frozen flour based products.
www.pizzablends.com

OUR SOLUTIONS:

Transportation procurement, planning & execution for truckload and LTL (less-than-truckload) shipments

Thoughts from our customer...

“Trinity's thorough knowledge of Pizza Blends factories, personnel, and distribution partners allows us to maintain efficiencies by staying cost competitive and more importantly RELIABLE. Pizza Blends relies on dependable service from suppliers like you to help us satisfy our customers.”

— TINA DUDLEY, CUSTOMER SERVICE MANAGER

“Our relationship with Trinity is truly exceptional! Everyone I speak with knows us by name; they treat us with respect, friendliness and urgency. Their rates are in line with or better than other providers that quote the same lanes. They are ready and willing to help in any instance that they can whether it is getting a load delivered earlier/later, helping mitigate excess expenses (i.e. detention and layover changes reduced or omitted), or working around problems with plant pickup schedules.”

— TANJA PRENTICE, CUSTOMER SERVICE REPRESENTATIVE

“Everyone at Trinity really does an amazing job. I have absolutely no complaints with them. Whenever there is an issue, they jump on it right away and take care of any issue that presents itself. They go above and beyond what I think would be asked of them, they not only help out with all issues, but help solve them in a timely matter.”

— BRIAN SCHRADER, PRODUCTION MANAGER

Challenge



Hurricane Irene lashed the east coast, excessively flooding Uno Chicago Grill's highest volume distribution center in Pittston, Pennsylvania. The storm damaged their supplies of Pizza Blends' premix dough product, used in UNO Chicago Grill's restaurant locations. Pizza Blends came to Trinity to solve the problem quickly to accommodate their client's needs for a rush replacement shipment.

Solution



Trinity quickly lined up a shipment to load and deliver the same day! Our solution replenished the product from their Schenectady, New York plant to the locations in Metuchen, New Jersey and Ellicott City, Maryland that badly needed it. Instead of moving the pallets in separate shipments, they were combined onto one truckload to expedite delivery same day. Later, when it was decided the first stop off should route to Perth Amboy, New Jersey instead, Trinity switched gears quickly and accommodated the routing.

Results



Pizza Blends was recognized by Uno Chicago Grill with the Customer Service Crisis Management award for outstanding service in their time of need. The announcement was made at Uno's Annual Conference in Savannah, Georgia, which was attended by 400 vendor partners, franchisees, franchise operators, Uno's general managers and corporate executives.