

CASE STUDY ▶ Chemcore

Sink Wholesale Supplier Gets Customer Support, Claims Process Upgrade with Worldwide Express

Chemcore is a Texas-based, family-owned supplier of sinks, faucets and other home plumbing hardware that ships its fragile products across the country. The company is currently experiencing rapid growth.



Chemcore Overview

Prior to 2008, Chemcore's shipping operations were overseen by a single employee who was overwhelmed by the responsibilities of working directly with multiple carriers to coordinate shipments. The company was also frustrated with carrier disputes and losing money over damaged shipments. Chemcore began searching for a partner to help consolidate their logistical operations, address their major shipping issues and set them up for long-term shipping success.

Industry
Retail B2B

Shipments a week
380+
UPS parcel, less-than-truckload (LTL), full truckload (FTL) and ocean

Shipping cost per month
\$200,000

Customer since
2008

Roadblocks to Shipping Success

▶ Dealing Directly with Too Many Carriers

The complexity and confusion of working directly with multiple carriers to handle a growing number of shipments caused unnecessary strain on operations.

▶ Concerns with Claims

As the company grew, an increasing number of claims were going unresolved.

▶ Unsatisfactory Service

The understaffed shipping operations team at Chemcore needed hands-on support and problem-solving services to help with growing shipping volume.



A Shipping Partner with Proven Solutions

Worldwide Express is an industry-leading 3PL with tens of thousands of small and mid-sized business (SMB) customers across the country. With a carefully vetted network of 85,000+ FTL and 65+ LTL freight carrier partners, Worldwide Express leverages its relationship with carriers to secure top rates and services for customers.

The company uses its expertise and decades of experience and pairs SMBs with experts who learn about their specific shipping needs and offer support and solutions. For Chemcore, Worldwide Express evaluated the company's shipping processes and provided them with a customized plan that addressed their key shipping pain points.



CHALLENGE 1

3PL Streamlining and Solutions

▶ Shipper Challenge

Chemcore was dealing with several FTL and LTL carriers concurrently instead of outsourcing and streamlining their shipping through a 3PL. Communication concerns, lack of insight into their shipments and general shipping chaos were common issues faced.

▶ Worldwide Express Solution

Chemcore consolidated its shipping operations through Worldwide Express and its extensive network of carrier relationships. Outsourcing their shipping to an industry-leading 3PL resulted in more carrier options to meet Chemcore's needs, better rates and a single point of contact that greatly reduced communication concerns.



“Worldwide Express does all the legwork for us now. If we were to take everything back in house, it would take a 10-person team to handle everything they do, and it would change the entire dynamic of our company. WWEX makes it simple for us to focus on our business.”

Sarah Miller | Chemcore Operations Manager

CHALLENGE 2

Concerns with Claims

▶ Shipper Challenge

Chemcore ships many fragile porcelain sinks daily, which means they must deal with frequent damage claims. They felt they were too-often quarreling with carriers and their claims were frequently denied.

▶ Worldwide Express Solution

Worldwide Express was able to significantly lighten Chemcore's claims burden by assuming oversight of the often-complex claims process. Chemcore no longer needed to file and defend claims directly with carriers, and as a result saw a greatly reduced number of claim inspections and denials.



“Dealing with claims before Worldwide Express was very tedious. We would fight constantly with carriers, and most often they would deny the claim or require additional inspection. Now I don’t have to be nearly as involved, and just get a check when the claims are approved. I don’t know the logistics and claims processes, and with Worldwide Express I don’t have to.”

Sarah Miller | Chemcore Operations Manager

CHALLENGE 3

Unsatisfactory Service

▶ Shipper Challenge

Chemcore felt like they were insignificant to their carrier partners, and as an SMB they weren't a priority for personalized service and attention.

▶ Worldwide Express Solution

Chemcore was assigned a dedicated account team that understands their unique shipping challenges and helps them with problems large and small. For example, Worldwide Express provided customized packaging consulting to reduce damaged shipments by sending a team to Chemcore's warehouse.



“It’s really about the people at Worldwide Express. That’s what’s kept us shipping with them for so long. It’s nice to have one point of contact, especially one that knows you and your business so well. I can call Worldwide and state any problem very simply, and they always know exactly what needs to be done. That kind of history and service goes a long way.”

Sarah Miller | Chemcore Operations Manager

Growing Together

Chemcore has trusted Worldwide Express as its trusted 3PL for nearly 15 years, and the partnership continues to prosper. Together, the companies are shipping nearly 400 items each week. As its business continues to grow, so does Chemcore's appreciation for the streamlined operations, improved claims resolution and hands-on support that Worldwide Express provides every day.



Are you ready
to upgrade your
shipping and receive
personalized support?

Worldwide Express has a proven record of providing customized shipping solutions for SMBs across the country. Our decades of expertise combined with our carrier relationships and personalized service make us the perfect partner for your business. Discover how Worldwide Express can transform your shipping operations.

[REACH OUT FOR A FREE CONSULTATION TODAY >](#)

