



**Going above and beyond  
the realm of supply chain  
logistics for a valued  
food client**

CASE STUDY

When an existing food client had a shipment of sauces arrive in the USA and held at their 3rd party warehouse due to suspected high salt content WTA rose to the challenge.



### **About the Client**

Specialising in a wide variety of food production, the client is a substantial player in supermarkets and stores all around the globe.



### **The Challenge**

Due to the suspected high salt content in the sauces, 1 case from each of the 27 pallets was needed for testing in a laboratory and it made sense for this to be done in the US. To move the goods back to the UK would have been costly and time-consuming.

A small a window of 2 weeks was available to be able to get the testing done before there was a risk of low supply.

To ensure the smoothest, most time effective process, WTA took on the management of the various aspects involved.



### **How we helped**

WTA contacted 2 labs in the USA and received comparison quotes for the testing to take place. This included receiving quotes for the actual testing and formulating quotes for the transportation of the goods from the warehouse to the lab.

- WTA filled out and sent the required testing forms and credit applications to the US lab.
- We established an effective line of communication between the lab and the 3rd party warehouse to ensure the goods were picked up when required.
- It was vital that the right method of testing was used and that each sample tested was linked to the correct batch number in case of differing results per batch. Results showed that salt levels were acceptable and the product was able to be released. This meant that WTA were able to arrange delivery as normal.



### **How did we do it**

Dedicated staff who are happy to go beyond the call of duty to ensure our customer has the smoothest experience.



### **How does this help you?**

No problem is too much for the WTA team to overcome. Always willing to go above and beyond to ensure a seamless process for our client. We understand

how important it is for you to find the perfect solution. One that will best mirror your personal needs, as well as your business'.



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