

Think **inside** the box.™

InSite allows us and our customer partners to creatively think **inside** the box – investigating every point where our containers impact their processes to uncover greater efficiencies and tangible cost savings. From our customers' receiving docks to shipping and throughout the supply chain, InSite takes an innovative look at ways to make us both better. *Because we think inside the box, everyone wins!*

Customer need:

A wooden crate that meets strict government/ military standards for overseas shipping.

InSite Response Team:

Account Services
Package Design
Wood Products

Thinking inside the box:

An alert Temple-Inland Account Manager saw an opportunity to move beyond his existing corrugated business – and provide the customer with a much-needed improvement in service. The customer, a manufacturer of camping and outdoor products, had secured a contract to manufacture tents for the military and ship them worldwide. The company was having problems meeting government expectations because of difficulties with their wood crate supplier. They were purchasing their crates from a company in Ohio, and because they were using a common carrier, the customer was forced to receive trailer-load quantities, which presented significant storage problems.

The Account Manager went back to Temple-Inland's Utica plant with specifications for the new wood crate – a product that had to meet stringent guidelines for shipping strength and resistance to insect infestation. He returned to the customer with a custom-designed shipping container that accomplished all of their requirements – and the government's. Best of all, because of their proximity to the customer facility, the Utica plant was able to provide "just in time" delivery of the finished containers. Today, our customer's tents are used by the United States Armed Forces throughout the world... and they arrive at their destination in custom wood crates designed by Temple-Inland.

Result:

By thinking inside the box, the Response Team was able to provide our customer with a highly specialized wood container that met U.S. Government standards for worldwide shipping – and eliminated their storage headaches, as well.

Temple-Inland