

## Getting in the 'Flow' – Flow Hydration teams with XPO Logistics to improve LTL cross-border shipping to Canada

### CUSTOMER:

Flow Hydration – [www.flowhydration.com](http://www.flowhydration.com)

### INDUSTRY:

Bottled water company – Health & Wellness

### REGION:

Ontario, Canada, Nationwide distribution

### OVERVIEW:

Flow Hydration is a family-owned, alkaline spring water company based out of Bruce County, Ontario, Canada. The fast growing company utilizes its' state-of-the-art plant to produce 100% artesian water as well as its unique Tetra Pak.

From spring to pack, Flow keeps sustainability top of mind by forming the specialty packs on-site keeping waste, consumption and energy use to a minimum. Additionally, Flow uses the purest naturally occurring water, which passes through double filtration and gets UV treated, delivering high quality alkaline water in an eco-friendly box.

### RESULTS:

- One logistics provider for multiple transportation modes
- Reduced administrative burden with single invoice per shipment
- Improved visibility with 24/7 freight tracking
- Streamlined border crossings with XPO Logistics Customs Broker Service
- Time and cost savings using XPO webtools for rate quoting

### CHALLENGE:

Flow Hydration was experiencing many logistical pain points in its operations, including the use of multiple companies with low service standards to manage their shipments, customs clearance issues and high brokerage fees. Additionally, Flow had limited visibility to shipments and was spending countless hours trying to dig out of ongoing invoicing complexity with multiple invoice payments per shipment. It was time for a change.

“ We currently use XPO Logistics as our go-to logistics service provider. They consistently provide us with reliable, around the clock LTL and customs brokerage service. We highly recommend XPO Logistics to anyone looking for a top of the line logistics provider.” – Logistics Manager, Flow Hydration

**SOLUTION:**

XPO Logistics understands the complexities of cross-border shipping, including costly border delays, customs clearance, freight filing and cross-border certification -- as well as the need for end-to-end visibility. With 35 years of experience in the LTL industry, XPO Logistics got to work quickly and offered several benefits to Flow Hydration including:

1. #1 customer rated website featuring: streamlined, easy-to-use electronics payment process, which reduced administrative duties, automatic payments, automated 24/7 freight tracking and confirmation of delivery and customized rate quoting
2. Streamlined border crossing with customs broker service: delivering 40% faster than the competition to and from Canada
3. Laser focused customer service: single point of contact with dedicated Local Account Executive, professional and uniformed drivers, and more than 400 operating locations nation-wide, 12 in Canada



*In teaming with XPO Logistics, Flow Hydration has been able to focus on continuing to grow, while keeping their customers happy.*

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