SCARY SUPPLY CHAIN STORIES
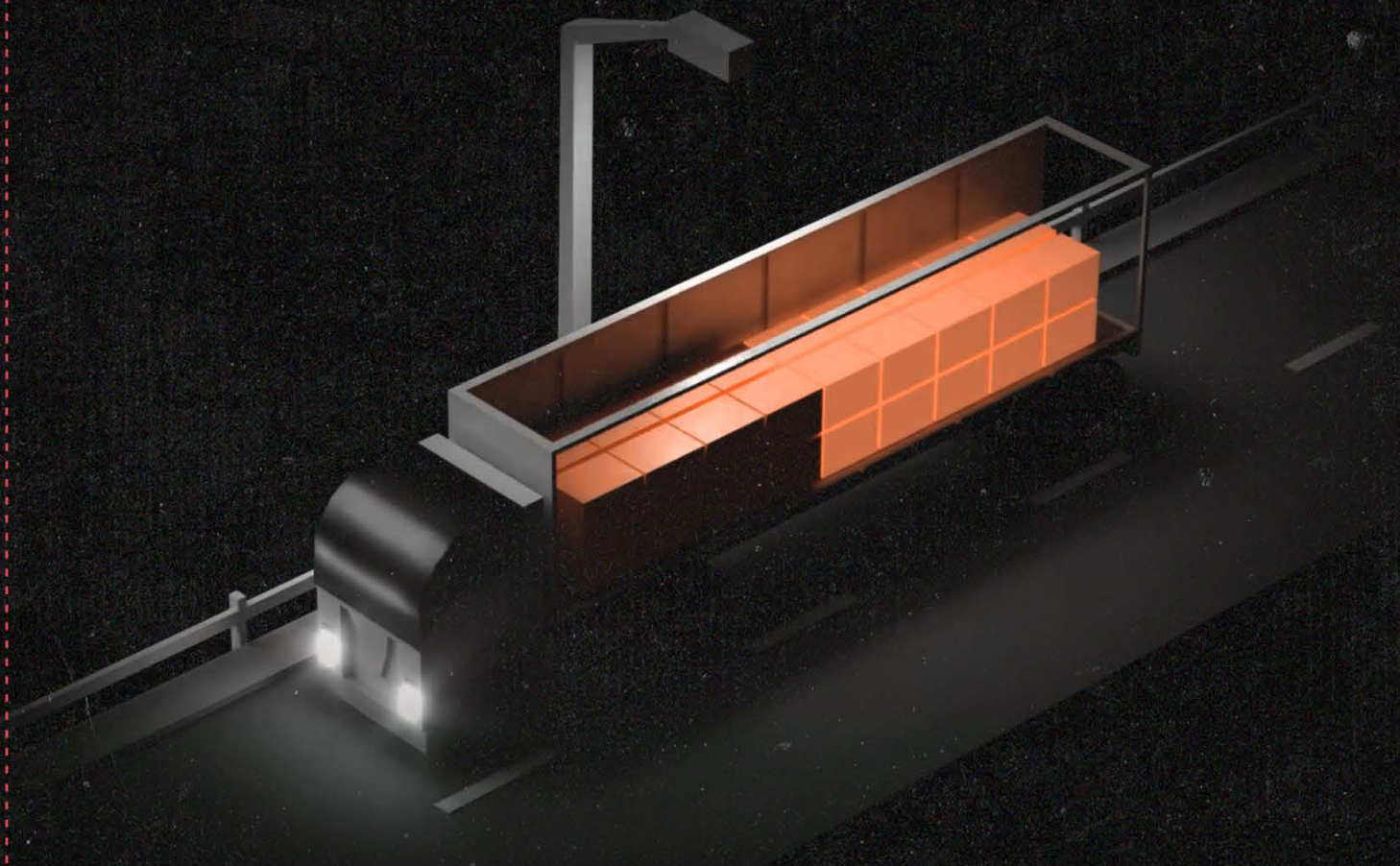
TO TELL IN THE DARK

Collected from Real Supply Chain Survivors

Retold by ◆ Stord

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INTRODUCTION

This book is full of scary stories. Tales of dread and despair. Supply chain misery mishaps so ghastly and horrid that it will chill you to the bone and cause slow downs across your organization.

AAAAAHH!

Unlike other scary stories of ghosts and ghouls, everything you read within these pages are completely true...and what's worse, they could happen to you.

We compiled these stories not as a warning, but as a lesson. While terrifying indeed, all of these horrors can be overcome, if you have the proper systems. Sadly, though, for these hapless folks, they were not so well prepared.

Get your hot coco ready and prepare to sleep with the lights on because these are scary supply chain stories to tell in the dark!

There once was a young and optimistic solutions engineer. He was driven to bring his joy to as many people as possible. Indeed he took great pride in his duties...not everyone could engineer solutions to problems big and small. What nobler calling could there be?

This young fellow, so full of hope and brimming with answers to issues not yet asked, did not know, nay, could not know the dark path he walked.

He strode confidently down the aisle of his domain. He had been entrusted with a warehouse all his own. Two hundred and sixty five thousand square feet of warehouse was his playground to master.

But he was not alone. Something haunted his steps. It lurked everywhere, an invisible culprit.

Day after day our solutions engineer did his duty. Solving the riddles that plagued his colleagues. Until he was tasked with an inventory optimization project. The inventory was selling at record rates, how could they maximize their warehouse to keep up with their growth? He sprung into action and opened his Warehouse Management System.

Report after report came back with confusing numbers. How could this be? It made his poor head throb. 13%. 13%. 13%. The system kept saying it was all the inventory they had.

13%

The number hounded the poor solutions engineer. He knew the only way to solve this would be to count every item in every row of his warehouse by hand. But he did not lose faith...not yet at least...he put on a brave face and got to work.

1, 2, 3, 4, 5, 6, 7 and so on...

Minutes turned to hours. Hours turned to days. His eyes burned. It felt as if he hadn't blinked in weeks. His feet ached. His back creaked. But what was worse, he seemed to have not moved at all. No matter how much inventory he counted or aisles he walked, he never seemed to make any progress.

Aisle by aisle, row by row, bin by bin. He had become lost among the rows of pallets, never to be seen again.

It is said you can still hear him counting if you listen closely.

7,456...7,456...7,456...7,456...

KATIE COURIC ME IF I AM WRONG!

Imagine, if you will, a normal day at your warehouse. You are processing the numerous tasks assigned to you, attending the meetings and contributing as best you can. There is nothing to suggest this day will be unusual in the slightest. The most pressing thing in your mind was discovering who dared to microwave fish for lunch.

RING RING

Your phone breaks your focus from solving the crime of the break room marine mishap.

RING RING

"This is receivings," you say as you have said a thousand times before.

"This is Katie Couric. You're participating in illegal activities. You will be exposed on CBS Evening News."

CLICK!

The call ended as abruptly as it had interrupted your fish crime ponderings...but it left a smell that was equally foul.

Was it the real Katie Couric? Was it someone pulling your leg? What an altogether unexpected and unsettling thing to receive out of the blue. You try your best to refocus and complete your day.

By the time you clock out the Couric call is but an odd memory, pushed to the background by numerous pallets, manifests, and a pressing need to feed your family.

It wasn't until the next morning that the warning of Katie Couric came rushing back in a hurry. A battalion of men and women dressed in blue windbreakers with the letters F.B.I. emblazoned upon them storm your warehouse. They leave several hours later with many cartons of documents and two of your executives in handcuffs.

Since then you have always been a bit more wary of unexpected phone calls from celebrity journalists.

THE MANUFACTURER AND

THE CASE OF
THE
VANISHING
PRODUCT

It was a day much like any other. Order comes in. Product is made. Product is shipped out. A clean and simple system.

```
┌─────────────┐          ┌─────────────┐          ┌─────────────┐
│   ORDER     │       ┌─▶ │   ORDER     │       ┌─▶ │   ORDER     │
└─────────────┘       │   └─────────────┘       │   └─────────────┘
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┌─────────────┐       │   ┌─────────────┐       │   ┌─────────────┐
│   MAKE      │       │   │   MAKE      │       │   │   MAKE      │
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```

Only today was not like any other. Today something mysterious was about to happen.

The order is received. The product is diligently made, exactly as the order prescribed. Then, as always, it is dutifully packaged and ready to be shipped.

Perhaps it was an ill-timed prankster or just some bad luck, but the packages never got on the right truck. Instead this product so sorely needed is shipped elsewhere.

Several days later, a case of the product arrives where it shouldn't be. "That's odd, we didn't order these," you can imagine some inventory manager saying. But fortune was with us, and this manager was kind and sought out the intended recipient. Upon finding their contact information they generously repackaged and shipped the product to the intended recipient. Crisis averted! Or so you would think.

Some will say it was the freight gods, others might claim it was foul play, but what happened next is truly unexplainable.

The missing-and-now-found product is packaged and placed upon a truck bound for its true destination. Only it never arrives. The trucker has no recollection of the shipment. The inventory manager can't unearth the shipping records. Everyone knows these products exist - the manufacturer, the trucker, the inventory manager - they all agree it exists…but where it has gone is anyone's guess.

I like to think that the missing product has appeased some evil spirit and this sacrifice has kept us all safe for another year.
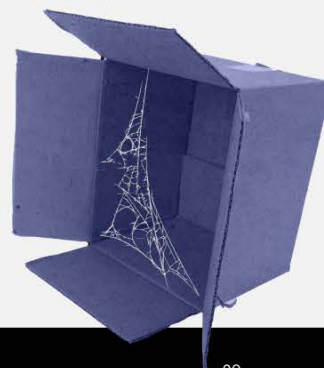
```
struct group_info init_groups = { .usage = ATOMIC_INIT(2) };

struct group_info *groups_alloc(int gidsetsize){

        struct group_info *group_info;

        int nblocks;

        int i;


        nblocks = (gidsetsize + NGROUPS_PER_BLOCK - 1) / NGROUPS_PER_BLOCK;

        /* Make sure we always allocate at least one indirect block pointer */

        nblocks = nblocks ? : 1;

        group_info = kmalloc(sizeof(*group_info) + nblocks*sizeof(gid_t *), GFP_USER);

        if (!group_info)

                return NULL;

        group_info->ngroups = gidsetsize;

        group_info->nblocks = nblocks;

        atomic_set(&group_info->usage, 1);


        if (gidsetsize <= NGROUPS_SMALL)

                group_info->blocks[0] = group_info->small_block;

        else {

                for (i = 0; i < nblocks; i++) {

                        gid_t *b;

                        b = (void *)__get_free_page(GFP_USER);

                        if (!b)

                                goto out_undo_partial_

                        group_info->blocks[i] = b;

                }

        }

        return group_info;


         _partial_alloc:
```

Hack
AND
SLASH

A beautiful amazing accomplishment - the supply chain is working and customers in North and South America are happy.

This success earns the company a spot in the Fortune 500.

The team is prepared. The systems are robust. The infrastructure is built and nothing can take it down - the preparation and hard work has won.

But beware the vengeance of hubris.

With a handful of keystrokes and some well placed bait,
 what once was pristine will now be the great undoing.
  A cyber attack has penetrated the systems. The ruinous
   remains look grizzly indeed. A violent hack and slash
    that leaves those that see it sick for days.

What to do.
<WHAT TO DO?>

There are clients all over two continents in need of the product.
 There are orders to fill and deadlines to hit.

EXCELlent question.
 The only solution is to run the entire supply chain on a
  series of excel spreadsheets hosted on SharePoint for 1 month.

There is only one thing that could have made this even more terrible.

"I see you are trying to run a global supply chain through Excel, would you like help?

✔ *I can't help you, your world is pain*

✔ *Give up and abandon hope*

✔ *You do know this isn't what excel was intended to do*

Every child knows that Christmas is loved quite a lot
          But the Grinch never stole it, that's all made up plot**!**

It could be, perhaps that the trucks were all full
          It could be the gifts were not sorted or pulled

Your presents went missing, it wasn't his treason
          Now, if you ask nicely, I'll tell you the reason
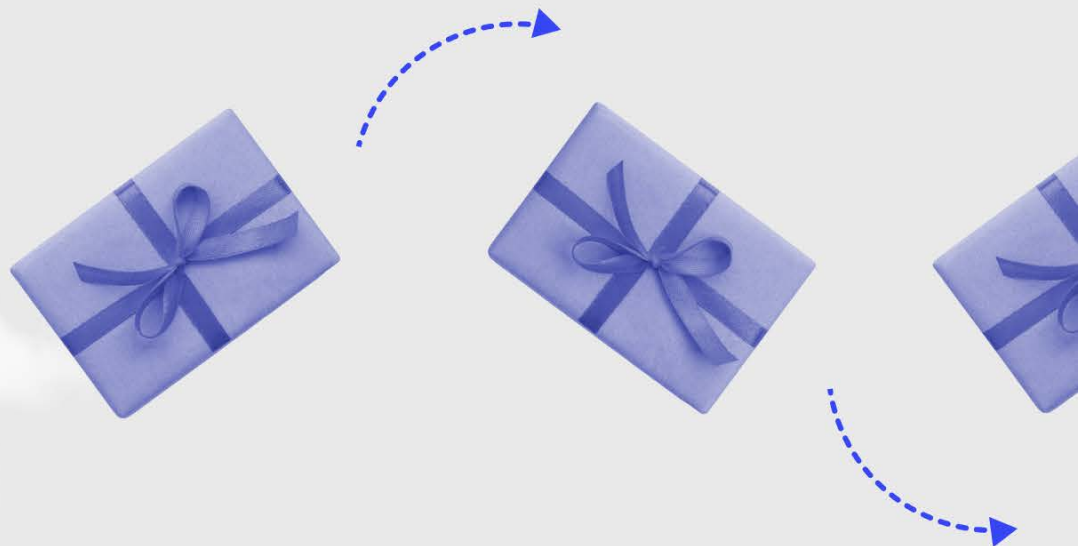
But I think that the most likely reason of all
          May have been their supply chain was **READY TO FALL**

Let's start at the start, I think that's the right place
          To explain all the steps in this, our study case

FIRST TO THE NORTH POLE or a similar state
          A note for a present is sent to create

          Pieces are sourced from all over the world
          Assembled with care in a globe trotting twirl

THEN INTO A BOAT all the gifts they most go
Through sun and through tempest they travel so slow

After 3 to 5 weeks the gifts have arrived
You aren't alone if this stress gives you hives

Now out of the boats these presents must drop
But where will they go? There's no place here to **STOP**

The harbor and warehouse are filled to the brim
I'm starting to worry, is that a funeral hymn?

DRAYAGE THEY CALL IT, is what happens next
But no trucks and no space has left me quite vexed

From there your present should depart on a freight
To travel around to all these great United States

But nary a truck and fewer a driver
Can be found to deliver, this feels like a fire!

Then into a warehouse the present must sort
A critical step in this massive transport

Organized, cataloged, picked **TIMELY AND RIGHT**
Then into a package designed to excite

We have finally reached our **MAGIC LAST MILE**
Your present is coming to bring you a smile

You open your door expecting everything nice
But nothing is there just a slab of blank ice

IT WASN'T THE GRINCH that made this all stress
Our supply chain we all have to work to un-mess

At any step along this great voyage
A minor mishap can cause a **BIG SPOILAGE**
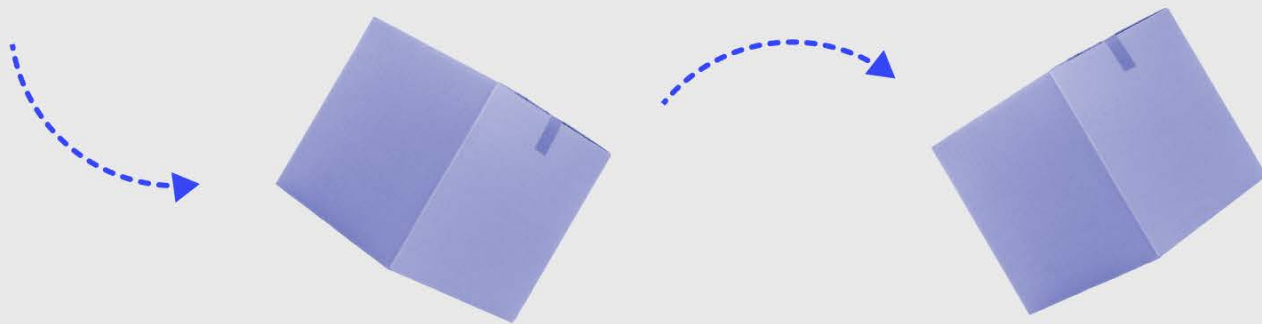
But do not lose hope my dear friendly reader
Because there is a hero, an industry leader

LOOK TO THE SKY is it a bird? Or a plane?
No! It is a magical Cloud Supply Chain!

This system of data leaves nothing ignored
Perhaps it is time you learned about **Stord**

About Stord

Stord offers freight, fulfillment, warehousing, packaging, and parcel / last mile delivery for B2C and B2B with the integrated software you need to orchestrate, scale, and optimize your entire supply chain.

For companies moving physical goods, Stord is the **cloud supply chain platform** that combines the **speed and flexibility of the cloud** with the **physical supply chain infrastructure** required to compete. Stord's cloud software connects to your existing systems with a single integration, providing an unmatched ability to analyze and optimize your entire supply chain, including inventory.

Stord's platform is backed by a first-party warehouse network that reaches 99% of the U.S. in 2 days or less, augmented by a premier partner network of thousands of facilities and transportation carriers available when and where you need capacity, ensuring orders are delivered on time and to the right place.

DATE FOUNDED	FUNDING RAISED	ACTIVE WAREHOUSES	CARRIER NETWORK
2015	$300MM+	1,000+	20,000+

Who We Are

Stord is the pioneer of Cloud Supply Chain, enabling companies to compete and grow with world-class logistics – including warehousing, freight, fulfillment, packaging, and parcel / last mile delivery – in a single, integrated platform that's available exactly when and where they need it. Hundreds of B2B and B2C companies like Body Armor, Advanced AutoParts, and Dollar General use Stord to make their supply chains perform with the speed, flexibility, and ease of the cloud.

Led by former operators from Amazon, XPO, and Manhattan Associates, Stord is backed by Kleiner Perkins, BOND, Franklin Templeton, Founders Fund, Lux Capital, D1 Capital, Salesforce Ventures, Susa Ventures, and Lineage Logistics.

THE HOME DEPOT
BODYARMOR
ECOLAB
Advance Auto Parts
DYPER
GROOVE LIFE
CRYSTAL GEYSER NATURAL
Coca-Cola BOTTLING COMPANY
ipg intertape polymer group
THRASIO
DOLLAR GENERAL

Stord

MAKE YOUR SUPPLY CHAIN A COMPETITIVE ADVANTAGE - STORD.COM

Are you ready to move your supply chain to the cloud?
Get started: call us at **1-833-700-2025** or email us at **sales@stord.com**.