



# UPS® helps Brushy Mountain keep business buzzing

Spring is a very important time for a beekeeper. The best nectar flows. Colonies grow rapidly. And, for North Carolina-based Brushy Mountain Bee Farm, orders come in quickly.

Brushy Mountain relies on UPS to keep its entire supply chain moving smoothly. From package and less-than-truckload (LTL) shipments to the occasional full truckload shipment, using one carrier for every mode means more control.

"We've been using UPS for many years, and the level of service we've received has been fantastic," said Brushy Mountain General Manager Shane Gebauer. "I cannot

brag enough on Heather Sheffield, our point person from the truckload division. It almost feels like she is one of the Brushy Mountain employees because she cares about the success of this business as much as we do. Now we arrange our truckload shipments with a simple call or email to her and she makes sure we have a trailer to load the next day when we need one."

When business is moving quickly, knowing you can rely on your carrier to keep supplies arriving on time is key. Gebauer knows this firsthand, and he can share a slew of stories when UPS came through in a tough spot.

"One afternoon, we received a call from a truck driver at 12:30," Gebauer explained. "He was to pickup a full load to run to Pennsylvania that day but had broken down. Heather had a replacement that day by 3:00."

"This next one I hang my head in shame. We received a less expensive quote from another company. I decided to try them. After three days of waiting for a confirmation on the pickup time and date and still not getting one, we called Heather. Within an hour we had a confirmation for the following day."

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"The service we receive from UPS – from packages to LTL to TL – has been absolutely phenomenal."

— **Shane Gebauer,**  
General Manager at Brushy Mountain

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