

CLIENT SUCCESS STORY

INTERNATIONAL PORT CONGESTION

HOW A MULTI-NATIONAL CHEMICALS PROVIDER STRENGTHENED CARRIER RELATIONSHIPS WHILE RESCUING FREIGHT DURING SEVERE PORT CONGESTION

Client Snapshot

The Client is a multi-national provider in the chemicals industry, specializing in crop nutrients, feed ingredients, industrial chemicals, water treatment, and diesel exhaust fluid. The Client sources its chemicals from all over the world and operates on a “just in time” business model to meet their customers’ needs for the right quantity at the right time. With more than 20 years in business, the Client has a strong reputation for providing its customers with high quality service.

The Challenge

During one of the busiest times of the year, the Client encountered a situation where nineteen of their containers were stuck in one of the nation’s largest ports. Port congestion and temporary shutdowns caused by stalled PMA and ILWU contract negotiations prevented the Client from being able to retrieve the containers. It was not unusual for a carrier to wait six to eight hours in line for the container only to be turned away because of a temporary shutdown. The Client’s freight forwarder, as well as many others, were unwilling to assist because of the severe congestion and constant shutdowns. In addition, the containers were overweight and placed under a single bill of lading, making it difficult to find a drayage provider willing to assist. As the containers continued to stand still at the port, demurrage fees began to accrue.

The Solution

The Client contacted eShipping’s International team who immediately went to work evaluating the cargo’s drayage needs, developing a plan to secure and deliver the containers as quickly as possible. eShipping identified two key drayage providers who were not only licensed to carry overweight containers, but also willing to secure the freight in the midst of challenging port conditions. A daily pickup schedule was outlined and the eShipping team carefully managed all aspects of the pickup and delivery for each container, which at times required an assertive creativity to solve challenging situations at the port. Within a few weeks the Client was able to successfully retrieve all nineteen containers.

eShipping’s quick work saved the customer thousands of dollars in demurrage fees and helped maintain the Client’s reputation with customers

The Results

As a result of eShipping’s quick work, the Client was able to avoid thousands of dollars in demurrage fees and receive all containers within a timeframe that avoided costly delays for their customers - a solution no other provider was willing to deliver. Additionally, eShipping was able to secure reliable relationships with drayage providers who would continue to provide the Client with valuable services.