



CASE STUDY

PERSISTENCE PREVAILS

Navigating Delays with Agility, Collaboration, and the Relentless Pursuit for Operational Excellence



Schedule Change

- RR altered transit schedule



Transit Interruption

- 10-day delay
- Port cut would be missed



Partnership Mindset

- Worked with RR, port terminal, and trucking partners
- Containers were prioritized to make port cut



Port Cut Success

- Containers made it on originally assigned vessel
- No delays or fees for customer

TRANSIT DETAILS

Origin: Chicago | **Destination:** Jacksonville

Port Cut Deadline: 11/06/23/23

RR DELAY: Estimated Arrival 11/13/23

CHALLENGE

A routine daily verification process unveiled a **10-day delay** for two containers en route from Chicago to Jacksonville. Due to the railroad's schedule change, these containers were at severe risk of missing their assigned port cut.

GOAL

Revert containers to their originally planned arrival time to make assigned port cut.

SOLUTION

Valor Victoria initiated discussions with our rail partner's customer service and the terminal manager. They agreed to prioritize the containers, securing an arrival date of **11/06/23**.

Despite the arrival time improvement, the containers were still at risk of missing their vessel. Regardless of a late gate request for **11/07/23** being denied by the vessel owner, Valor Victoria continued to work with truck partners to have assets standing by.

OUTCOME

At 7am on **11/07/23**, two trucks picked up both containers at the rail yard & arrived at the port gate prior to opening. At this time, the vessel was still being loaded. Our port terminal partners agreed to load both containers, **allowing for them to move on their originally intended vessel.**