



THE COURSE CORRECTION:

A Container's Victorious Journey to Port

AT A GLANCE



CHALLENGE

Container dispatched incorrectly from the client's internal system



SOLUTION

Strategic relocation of container with new route planning and modified port booking



OUTCOME

Zero disruption to the client's supply chain; container redirected to new vessel mitigating extra fees and delays



See What's Possible

MISROUTE IDENTIFIED

In continuous monitoring of our client's containers, Valor Victoria's operations team detected an irregular route from what is typically seen with this client's freight.

Unknown to the client, their internal system incorrectly dispatched a container intended for Canada to the Jacksonville port, resulting in a considerable deviation from its original path, likely to incur costly rail fees and major delays.

OPERATIONAL EXCELLENCE: **The Goal: Zero disruption to client's supply chain**

Our operations team took immediate corrective measures on behalf of the client, notifying the rail and arranging for a carrier to retrieve and relocate the container to a Valor Victoria affiliated storage facility, **averting any extra rail fees or further delays.**

Rather than rerouting the container back to Canada, Valor Victoria worked with the customer to secure a port-to-port booking out of Norfolk, VA. We then managed all logistics for timely pickup and delivery to the Norfolk port where the container was lifted onto its intended vessel on time and within budget.

GOAL ACHIEVED

As a result of Valor Victoria's proactive monitoring and hands on approach with our client, we were able to work together, and **achieve our goal of having zero disruption to the client's supply chain.**

The factory awaiting this container experienced no delays to its production schedule, and our client successfully avoided costly fees and other adverse impacts cascading through their supply chain.