

5 Results Shippers Can Expect with Ocean Exception Management

What if you could predict ocean exceptions and prevent them before they ever occur? Exception management, paired with ocean visibility, allows shippers to see the entirety of a shipment's journey and proactively mitigate the negative impacts of exceptions.



01. Lower Transportation Costs

Reduce the added costs from delays, dwell or utilizing alternative modes by prioritizing containers that are late.



02. Reduction in Demurrage & Detention Fees

Reduce the added costs from delays, dwell or utilizing alternative modes by prioritizing containers that are late.



03. Improved Customer Satisfaction

Keep customers informed on delays and provide accurate ETAs for operations and headcount planning.



04. Improved Product Availability

Ensure that your shipments make it to store shelves in time and in full for time-sensitive promotions, back-to-school or seasonal events even if the containers are hit with delays or disruptions.



05. Less Spoilage

Prioritize containers that include perishable goods and ensure that they arrive at their destination on-time to eliminate risk of inventory loss and increased product and transportation costs.



We have a very large export volume — over 20,000 TEUs going out to about 54 destination countries annually — and one of our greatest struggles was visibility. We had eyesight on pickups, but as soon as the shipment departed, we relied heavily on our forwarders and steamship lines for updates. With FourKites, we can see things more clearly than ever before. We've been able to get live visibility to interruptions, monitor hand off points, be proactive to save shipments and alert our customers if there will be a delay."

Bryan Kennedy
Transportation Manager - Exports

