



PROJECT CARGO SERVICES IN THE MIDDLE EAST



Challenge

The customer needed to schedule and deliver a project shipment out of Kuwait, to be moved by barge and truck in a two week window, during the holy month of Ramadan.

Strategy

Select reliable vendors to handle the project, with a transportation plan that could be delivered in the two week time frame.

Solution

By keeping on schedule with coordination of loading, transportation, discharge and clearance of the shipments, along with constant communication, the project was completed in the allotted time frame. Based on superior door to door service, Expeditors was awarded the preferred provider for the region.

A large international supplier of process technologies, whose products are used in water, oil and gas production, and refining chemical and industrial processes, approached Expeditors with a shipment of gas dehydration units from their fabricators in Kuwait to their customer in Bahrain. The move was to take place in mid August with a delivery window of less than two weeks. This coincided with the holy month of Ramadan, when most of the Middle East works curtailed hours.

Portions of the move would be shipped by barge from Shuaiba, Kuwait, to Bahrain, while the other components would be trucked from Kuwait and Doha, Qatar, into Bahrain.

There were a few challenges to work around with this move. The first was if the fabricators would have all the cargo (which included regeneration skids, absorber columns, air receivers and gas coolers) ready on time for the move. The second challenge was scheduling the project during Ramadan.

A strategy was immediately put in place to choose the best operators for the job. Expeditors decided to work with two operators in Kuwait, one for the heavy hauls and one for barge operations. We presented a complete work pack to our customer, outlining how the dispatches would run. This was met with a positive response and we were then awarded the contract for the job.

Past experience of handling project moves of this size out of Shuaiba, as well as understanding the intricacies of land transport within the region, gave Expeditors' Project Cargo Services group confidence to accept the challenges.

Bad weather conditions caused a delay of the barge's arrival in Shuaiba. In order to make up lost time, we had to load the barge as quickly as possible. Our team loaded 6,000 FRTS in only 18 hours.

The barge departed from Shuaiba as scheduled on August 29th and arrived as planned on September 2nd in Bahrain. Additionally, all cargo was released in less than 24 hours. The customer was continuously updated on the status of the shipment throughout the entire process. The end customer in Bahrain was extremely pleased to see the discharge operations and offered Expeditors invites for future bids in Bahrain.

Keys to the success of this move were constant communication and offering logistics solutions to meet the delivery deadline to Bahrain. For our Project Cargo Services group, the main challenge was to establish a strong foothold with this large customer as a reliable solutions provider in the Middle East. The customer was pleased with our services and named Expeditors as their preferred forwarder for future projects.