



NEWS ALERT

SPACE PROBLEMS USA – NEWS BULLETIN MARCH 28

We felt that it was appropriate that we provide you with a general update on the current Export market in the USA. It is truly a unique position that we are in presently.

Due to the persistent weakness of the US dollar, exports have increased significantly and continue to grow. This has of course, resulted in space allocation issues and the affect of this is being felt most by FCL cargo movers.

While we have contracts with most major carriers and significant enough volumes to receive high visibility with their organizations, we too often find ourselves at the mercy of this scrabble for space. Specifically with regards to FCL, it is often difficult to secure the necessary space for the next available vessel. We are regularly forced to book not even to the subsequent vessel but even the one after that.

This of course, can be perceived by our customers as a drop in our customer service levels. We want to stress that this is absolutely not the case. We use whatever leverage we possibly can to secure space on the desired vessel and sailing but, these days and in today's market conditions, it is not always possible. Stockwells and our agents are not alone in this and it is something that is impacting us all.

As a customer of Stockwells, we therefore kindly ask that, when requesting an FCL quote, you ask for multiple carriers rather than specifying only one carrier and one option. Similarly, you may consider alternative origin ports in the US, which may not be so badly affected by this capacity crisis.

We are truly doing our best to ensure that we meet the needs of our customers – unfortunately, matters are simply outside the control of our company and delays with bookings are being met with frustration from all sides. Simply put, we may be forced to offer less attractive alternatives (either in terms of carrier or sail date), or present the customer with an answer they did not expect to hear.

We thank you for your understanding.

Please contact customerservice@stockwells.com.au if you need further information

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