



ZEN
FREIGHT SOLUTIONS

Zen Freight Solutions

Refinery Construction Project

Executive Summary

Between October 2019 and February 2020, Zen Freight Solutions, Inc. brokered freight for their manufacturing client in Southeast Texas to North Wisconsin. The project scope involved moving upwards of 80 truckloads of industrial sized anchors over 1200 miles utilizing rare 53' stepdeck trailers.

The logistics of the transportation deal included returning specialty wood supports to be used for future shipments and navigating the severe winter weather that stretched between the pick-up and receiving locations. As the timeline for the transportation deal neared completion, the delivery site uncovered a product failure that required 15 truckloads to be returned to the manufacturer.

Read how Zen Freight Solutions, Inc.

worked diligently and strategically to complete the project on time and in full and built close business partnerships in the process.

Client's Goal and Existing Challenges

Zen Freight's client needed to ship their manufactured 42-45' long steel pilings with 32" helixes over 1,200 miles between the months of November 2019 to February 2020. The shipments needed to be scheduled over the holiday season to keep a Refinery Construction Project on schedule. This presented a set of challenges: how to ship these industrial anchors' unique freight dimensions and find drivers for the long route who would brave the wide range of weather patterns between the shipping and receiving locations.





Zen Freight's Solutions

Racquelle Pakutz, founder of Zen Freight Solutions, Inc., met with the client at their site in Texas and began discussions to organize the transportation of the steel pilings. The scope of the project originally called for flatbed trucks shipping out a few days a week for a total of 60 truckloads. However, upon further review, the client altered the request to ship one truckload per day. Given the specifications of the freight, and fully aware that most open trailers are 48', Racquelle advised the client to use 53' stepdeck trailers, fully understanding the scarcity and additional resources it would take to secure capacity.

Zen Freight worked directly with the shipper, scheduled the daily trucks, and managed the advising Estimated Time of Arrivals. A daily log was maintained that recorded each driver, truck number, load numbers, product count, travel sta-

us, and any delays. This information was updated daily and sent to the client for their records.

Daily contact was also maintained with the project manager at the receiving site. While being respectful of the receiver's schedule, ETAs were communicated clearly for a smooth delivery experience. Due to the route, some breakdowns and weather delays were inevitable, and Racquelle remained diligent about open lines of communication between all parties. ETAs were updated and confirmed, and the timely offloading kept the transportation deal on schedule.

*"With the right attitude and knowledge,
nothing is impossible!"*

*-Racquelle Pakutz,
Zen Freight Solutions, Inc.*

Project Logistics

When it came time to begin shipping in November 2019, the set expectation was to ship 16 pilings per truck. However, after multiple attempts to make the product fit, only 12 pilings would fit each 53' stepdeck. This increased the project from 60 truckloads to 80 truckloads! Due to the size and shape of the pilings, specialty wood supports were needed to secure the pilings. In order to keep costs low, these wood supports had to be shipped back to the manufacturer to be reused for upcoming shipments.

Zen Freight organized the capacity





needs for the project and the daily shipments proceeded as expected, managed directly by Racquelle. This schedule was sustained through a trifecta of events: the holiday season, a severe flu outbreak, and road closures due to extreme weather.

Complications

The Fall and Winter of 2019 delivered extreme weather to the receiving site. In November a major winter storm buried the area under two feet of snow, closing highways and bringing deliveries to a halt. December followed with icy conditions. A new precipitation record was set with a full 10 inches above the previous record. Safety was priority number one, so there was constant communication about weather conditions and when drivers needed to pull off the road.

In January 2020, as the final phase of

the transportation deal ramped up to two truckloads a day, the construction site discovered a product failure. This required 15 truckloads of steel pilings to be returned to the manufacturer's site in Texas for inspection. The receiver also needed the rejected pilings replaced on site as soon as possible to keep the Refinery Construction Project on schedule. Zen Freight was now presented with an unusual set of logistical challenges as Racquelle needed to organize the return of over a dozen truckloads worth of product on the already rare 53' stepdeck trailers while now accelerating the current schedule.

To meet this demand, Zen Freight Solutions reorganized the logistics of the project and increased the shipments to 2 and 3 truckloads per day. With limited capacity and contract pricing, Zen Freight went to work on carrier relationships by matching lanes with drivers in need. Team drivers with 53' stepdecks were brought in to run round-trips between the Northern and Southern United States during the remaining month of January and into February 2020.



"Driver safety is our #1 concern so keeping in constant communication with every driver manager was extremely important." -Racquelle Pakutz



The manufacturer's yard was small and only capable of handling about two trucks on site at a time. Zen Freight worked with the drivers to stage trucks down the road at a local truck stop, and Racquelle advised when each truck was ready for loading.

Additionally, due to the fast-paced shipping and long miles--particularly with the returned shipments--the client's credit line was quickly exceeded. Zen Freight Solutions and their third-party logistics partner, LDI, went to work to immediately rectify the situation. After an intensive week-long effort from both parties, they were able to grant a large credit line increase to the customer, and freight continued to move out of the client's yard.

Project Outcomes

After successfully completing the transportation deal that included so many facets and hurdles, the client was extremely impressed and grateful for the dedication from Racquelle of Zen Freight Solutions, Inc.



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Following the completion of this project, Zen Freight was awarded another transportation deal from the client with an expected quota of 80 to 100 truckloads of freight.

Additionally, after Racquelle advocated so fiercely for a credit line increase for her client, that client is currently in the process of making Zen Freight Solutions a VIP/Preferred Carrier for the entire corporation!



Finally, Zen Freight Solutions would like to thank Kivi Brothers Trucking for the incredible relationship forged between their companies. Zen Freight and Kivi Brothers plan to continue to work together long into the future and look forward to the benefits both companies will experience from this new business relationship.

Schedule a Transportation Consultation Today

If you'd like to receive the same care and attention Zen Freight Solutions, Inc. delivered during this Refinery Construction Project, contact us today.

