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THE VOICE

SEPTEMBER 2022

The Official HTA Monthly Newsletter

ISSUE NO. 34

PLATINUM SPONSORS



Knight Port Services Moves Business Forward at Port of LA/LB with Premium Milestone Chassis

Brought to you by: Milestone Chassis

Utilizing 250+ trucks and chassis based out of the Port of LA/LB, Knight Port Services provides a customized drayage solution scalable to meet the ever-changing needs of its customers. However, ongoing supply chain issues that began in 2020 with the pandemic severely constrained chassis capacity nationwide, which created significant challenges for Knight.

The first challenge faced was the quality of the chassis provided from the chassis pools at the Ports of LA/LB. While Knight had direct access to chassis at the pools, these were older chassis – 25+ years in many cases – that have outdated features such as bias ply tires and have maintenance issues – leading to frequent breakdowns and lost revenue.

Another challenge at the time was an increase in billing inaccuracies, which increased Knight's administrative costs as it had to review each invoice, denote the inaccuracies, and then request corrections. The administrative burden became so great for Knight that it outsourced their billing to handle these issues – increasing their costs even more.



The final challenge Knight faced was ineffective customer service caused by dealing with multiple layers of contacts to have issues with their account such as the billing in accuracies. This lack of personalized and responsive customer service impacted Knight's ability to effectively manage their business.

As these challenges continued through 2021, Knight turned to Milestone. Unlike pool providers, Milestone focuses on maintaining only the newest and best chassis on the road, delivering flexible leasing solutions customizable to customers' changing needs, and providing a world-class customer experience through personalized service.

With an average age of less than five years, Milestone's fleet of 20,000+ chassis is the newest in the industry. Every chassis is built to Milestone's specs with the latest safety and technology features including OEM radial tires, ABS brakes, hub-piloted disc wheels and LED lights.

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Milestone's invoices were also extremely accurate, and any discrepancy is quickly resolved, solving the burdensome billing inaccuracies Knight had faced.

Finally, the customer service challenges Knight had faced were limited now with Milestone, which delivered a world-class customer experience. This begins with Knight being able to work directly with the Milestone sales executive to quickly get answers and resolve issues. Milestone's philosophy of delivering flexible, long-term leasing solutions also enabled Knight to adapt its chassis needs with more affordable leases to save money.

For more information on **Milestone chassis**, container and trailer leasing options, contact **Sandra Magallanes** at sandra.magallanes@milecorp.com or visit www.milecorp.com.

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With an average age of less than five years, Milestone's fleet of 20,000+ chassis is the newest in the industry.”

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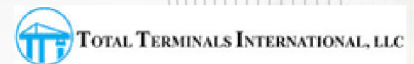
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Coming Down the Pike: a slight pause in throughput?

Brought to you by: Eric Watkins, Senior Global Editor/Writer, Cargomatic

LONG BEACH, September 9 - Volumes of freight entering the country seem to be slowing down according to retail experts, who predict that imports at the nation's major container ports are expected to fall below last year's levels for the remainder of 2022. "Consumers are still buying, but the cargo surge we saw during the past two years appears to be slowing down," said Jonathan Gold, Vice President for Supply Chain and Customs Policy for the National Retail Federation.

The NRF sees a 6.3% decrease in imports between August 2022 and January 2023 versus the past six months (February through July), compared to a 0.1% dip between the same two periods of last year.

The NRF forecasts the import volume in the second half of 2022 to decrease by 2.3% versus the equivalent period of 2021, with 14.29m twenty-ft equivalent units (teu), the standard measure for containers. It puts the import volume for 2022 at 29.47m teu, a slight 1.3% increase over 2021. Such numbers could play into national concerns of a recession looming on the horizon, an event that could send the country's supply chain industry into a tailspin - assuming there were to be a recession.

Not necessarily a recession

But there are people who doubt that worst-case scenario, saying that the US economy might be in something closer to a stall than a recession. In terms of the shipping industry, the declining freight volumes point to what one analyst simply calls the "non-peak" season.

"This is really a non-peak season because for the first time ever, volumes moved in the second half are lower than those moved in the first half," said Peter Sand, chief analyst at maritime-data provider Xeneta.

While Mr Sand pointed to a lot of "uncertainty" due to the continued war in Ukraine and the global economic downturn, there are other factors to consider when looking at the phenomenon of the "non-peak" season.

In fact, Mr Gold pointed to one himself by saying that "cargo volumes are solidly above pre-pandemic levels, but the rate of growth has slowed and even slid into negative numbers compared with unusually high volumes last year."

In a word, the downturn - if that is what we are to call the current stall in buying - really depends on what you're comparing it with. In Mr Gold's statement, note the key phrase concerning "unusually high volumes last year."

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