



Helping ASI close the door on a potential problem.

KDL personal service prevents a lost order.



Personal Service



Problem Solving



Responsiveness

CHALLENGE

During pandemic chaos and shortages, ASI was unable to locate two product shipments that had become time sensitive and critical for a customer project. ASI connected with their KDL customer service rep to ask for emergency help in locating the missing skids and finding a way to get them delivered to their customer ASAP.

SOLUTION

KDL's client service team coordinated a specialized search and discovered that the first shipment was stranded due to labor shortages. KDL secured a photo confirming the identification of the skid and arranged for expedited delivery, then filed a claim to raise the urgency of locating the still missing second shipment. The over-stretched carrier not only failed to find the missing skid, but again misplaced the found skid. KDL's owner and VP Operations then personally took the lead on the search at four different terminals. His interview with multiple contacts along the supply chain narrowed the search and renewed focus by the carrier to solve the problem. Daily communication with ASI kept them informed on developments.

RESULTS

Over the course of several days and under extreme circumstances, the KDL team located and delivered the shipments to the job site - later than hoped for but intact. KDL's efforts prevented ASI from making an additional investment in replacing the order.



"KDL has a unique understanding of the carrier world, and they know how to match freight with carriers to build long term relationships. KDL is always incredibly helpful and responsive, and I love that when I am in a bind the owners jump right in to help. I know I am not the biggest KDL customer, but I never feel that way."

— Greg Gescheidle
General Manager

People Drive Logistics

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