



U.S.A. INTERMODAL CUSTOMER ADVISORY

Dear Valued Customer,

Due to reasons beyond the control of MSC, trucking capacity in United States is facing challenges that are having a dramatic effect on the ability to provide on time door deliveries, increasing the risk for demurrage, storage, detention and driving drayage rates upwards.

Rail delays are also being reported in some corridors.

Main reasons at the root of these challenges:

- US Federal mandate for "Electronic Log Devices" (ELDs) in effect since December 18, 2017
- Truck Driver shortage
- Increased cost of the operations
- Increased Chassis street dwell tightening inventory and availability
- Infrastructure challenges and congestion at Terminals and Rail ramps
- High service demand for Hazardous and Reefers/ special cargo
- Limited Free time at US Ramps

To limit the impact of all the above challenges and better plan your supply chain here we have our recommendations for your consideration:

- Cargo to be US Custom Cleared well in advance with proper documentation
- Establishing 24/7 flexible receiving time
- Consider increased lead time to arrange / set up for cargo door delivery

MSC is closely monitoring the situation and if difficulties persist, we will be compelled to adjust our prices to continue providing a service level in line with your expectations.