

## Segment Petroleum



**Unplanned, short term delivery of 200 loads per month — no costly disruptions.**

### Background

A leading energy company that explores, produces and refines high quality petroleum products required **on demand, unplanned** coordination of 20 trucks per day to meet the daily demands of the customer for a two month period.

### Challenge

The customer required bulk trucking services to move heavy fuel oil from their facility in Ontario to a major customer in Quebec. This movement of product was unplanned and was critical to the ongoing operation of the petroleum company's refinery and critical for the customer's product supply.

Due to the short term, unplanned nature of the hauling, it was unrealistic for the shipper to find one carrier with available capacity to provide this level of short term, on demand service.

The customer also required drivers trained with loading skills and safety training specific to the facilities and to possess separate facility orientation cards for entry and re-entry.

### Solution

**Bulk Plus Logistics** specializes in sourcing, managing and co-ordinating owned and pre-selected non-owned carrier assets to accommodate on demand scheduling and seasonal campaigns. **Bulk Plus Logistics** found efficiencies for the customer utilizing its 3 owned carrier asset companies and a reliable base of pre-approved, pre-selected and trained carriers who run loads in the areas located between the refineries and customer.

Bulk Plus Logistics traffic supervisors provide both the shipper and receiver a 7-24 single point of contact for scheduling, notifications and management of interruptions as they arise. To ensure safety procedures and facility protocols are maintained at each facility and especially at the Quebec facility which has different regulations, Bulk Plus Logistics engaged a trainer from one of its core asset companies to be on site for every load to accompany each driver at each entry and ensure loading procedures are adhered to.

**Result: Unplanned 200 loads per month — no disruptions**

**Bulk Plus Logistics** provided the customer a single source solution for the unplanned, short term delivery of 200 loads per month, a streamlined communication process and single point administration for all loads, avoiding costly disruptions at the refinery and ensuring a high level of satisfaction for their critical customer.