

CASE STUDY

MANUFACTURING. IMPORTING PROCESSES.

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This Livingston client is a leading supplier of natural stone for commercial projects around the globe – including major hotels, casinos, embassies and large corporations.

Small business, many challenges

The client was hired to supply and install natural stone for the construction of a large tower.

As a small business, they didn't have a dedicated, internal customs team to oversee imports and manage the many challenges involved in importing their product. Some of the challenges included receiving a proper letter of credit; completing the bill of lading and carriage contract; and moving and storing the heavyweight stone. These documents needed to be completed accurately from all countries of origin (right down to the correct spelling) otherwise the shipments would not be able to pass through customs.

In addition, they faced the challenge of an eight month delay in construction at the site, which meant the nearly 200 containers of stone needed to be stored until it was ready to be incorporated into the structure.

A warehousing solution was found and the **product was delivered on time and on budget.**



Providing a comprehensive service

Livingston handled the entire shipping and customs process for project from start to finish. We provided the client with all of the necessary documentation, including the bills of lading for the letter of credit payments. In addition, we provided door-to-door insurance coverage, both during the transport process as well as for when the product was kept in storage. Furthermore, to help cut down on the high cost of shipping natural stone products, we were able to secure special ocean freight rates.

The size and profile of the project also made it essential for us to provide daily updates on the status of their shipments. The client was able to keep tabs on their shipments through our online tracking and tracing system, which allows them to track shipments 24/7, view completed shipment documentation and get estimated delivery times.

Finally, when they needed to store their product due to construction delays, we found the appropriate warehouse facility for storage and just-in-time delivery.



Confidence in expertise

By helping manage the import process for the project from beginning to end, Livingston was able to ensure that the product was delivered on time, on budget and in excellent condition, all while helping the company manage the delay in construction that was beyond their control.

Livingston was able to build a deep understanding of the niche market the client specializes in and their overall business. The client relies on Livingston for our importing expertise, but it's our ability to anticipate their needs and be proactive in providing innovative shipping solutions and strategies that takes our business relationship to the next level.

Contact Livingston

Have questions or need help managing project cargo requirements? We're here to help. Email us at: simplify@livingstonintl.com or give us a call at **1-800-837-1063**

