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Dear Valued partner / Customer,

As you know RayCole pride ourselves on keeping you updated in the world of logistics so we thought it best to update you further on current delays that our network of hauliers and the shipping line hauliers are facing.

There have been ongoing issues since June 13<sup>th</sup> which started in Felixstowe with the introduction of a new computer system. This worked fine for around 36 hours and then crashed causing chaos to the landside operations and this has now started impacting on ship side operations with many shipping lines not being able to get a berth or being forced to cut and run. This has meant a lot of Shipping Lines have started diverting their vessels to Liverpool and Southampton.

The situation at Felixstowe does not look like it is going to improve anytime soon as turnaround times at peak periods are still being completed in 3-4 hours when it should be a 30 minute job and, as much as Liverpool have welcomed the additional vessels, they too are now struggling with the additional flow of traffic, which again has impacted the haulage sector in the area as they struggle to cover the additional haulage demands and longer journeys to their destinations. The infrastructure isn't the best either, but Peel Ports are looking to improve this as soon as they can in order to keep some of the diverted traffic. The situation in Southampton is no better with one major warehouse/haulier going into administration very recently and the vessel diversions mean that haulage again is at a premium with an average lead time of up to 14 days as opposed to 2-3 days prior to June.

I have collated a few links for your reference which will explain the above in more detail for you.

<https://theloadstar.co.uk/uk-haulage-crisis-tightens-grip-shippers-face-delay-double-whammy/>

<https://theloadstar.co.uk/container-haulage-may-approaching-crisis-point-peak-season-looms/>

<https://theloadstar.co.uk/delay-hit-felixstowe-loses-another-service-cma-cgm-switches-epic-1/>

<https://theloadstar.co.uk/maersk-line-diverts-two-services-liverpool-delay-hit-felixstowe/>

<https://www.portoffelixstowe.co.uk/>

Many thanks,  
Raycole Team