



Resers Fine Foods

Household Goods Relocation for VP of Operations
Topeka, KS to Portland, OR

Completion: August 17, 2009

FAST STATS

- 19,000 lb. shipment moving 1,700 miles
- Heavy farm equipment in addition to household goods
- Delayed delivery due to new residence not being ready for move in
- Destination house inaccessible by a large moving van
- Two vehicles needed to be shipped

Overview:

A typical household move consists of approximately 6,000 – 7,000 lbs. This was a large shipment consisting of 19,000 pounds nearly three times the average size. In addition to household goods, there were several large farming implements including a small tractor, two pull-behind mowers, a blade for snowplowing and a lift basket - all of which required a specialized flatbed with ramps for loading the tractor. Lile's Corporate Relocation division also arranged for the transportation of two of the family vehicles to their new home in Oregon.

Everything arrived safely in Portland with delivery scheduled two days later. However, due to a substantial delay in closing the mortgage on their new home, the customer could not take delivery for three weeks. To ensure the safety of the family possessions, Lile quickly arranged for storage in one of their secure warehouses until the home was ready.

Because of the remote nature of the new home, it was not accessible by an over-the-road tractor/trailer, so the shipment was delivered from the warehouse in three 26' trucks. Residence protection was used, as always, to carpet the foyer floor, plastic sheeting was applied to carpeted hallways and stairs, and the banister was covered with moving pads so as not to damage it or items being carried upstairs.

The tractor and farm equipment arrived shortly after the household goods were delivered. Again, due to inaccessibility to the residence by a large truck, Lile provided a roll-on/roll-off tow truck. The equipment was transferred from the flatbed truck to the tow truck and shuttled 15 miles into the country to the residence.

Whether it is a simple, cross-town move or a large, specialized cross-country relocation, Lile's Corporate Relocation division has the team, equipment, and experience to make your move as stress free as possible.

Key Performance Indicators

- Arrange for multiple shipments including household goods, two cars via car carrier, tractor and related farm implements via flatbed trailer
- Deliver all shipments on time
- Communicate with customer through multiple shipment changes including which cars to ship, husband's availability to load farm implements, delay in destination home availability, and placement of household goods into storage.

Results

- Secured transportation with three companies and monitored shipment progress
- On-time delivery completed
- Called and emailed customer while handling changing requirements and resolving situational issues, resulting in satisfaction such that she "Will recommend Lile to friends and family."