



## Our Perspectives on Detention Billing

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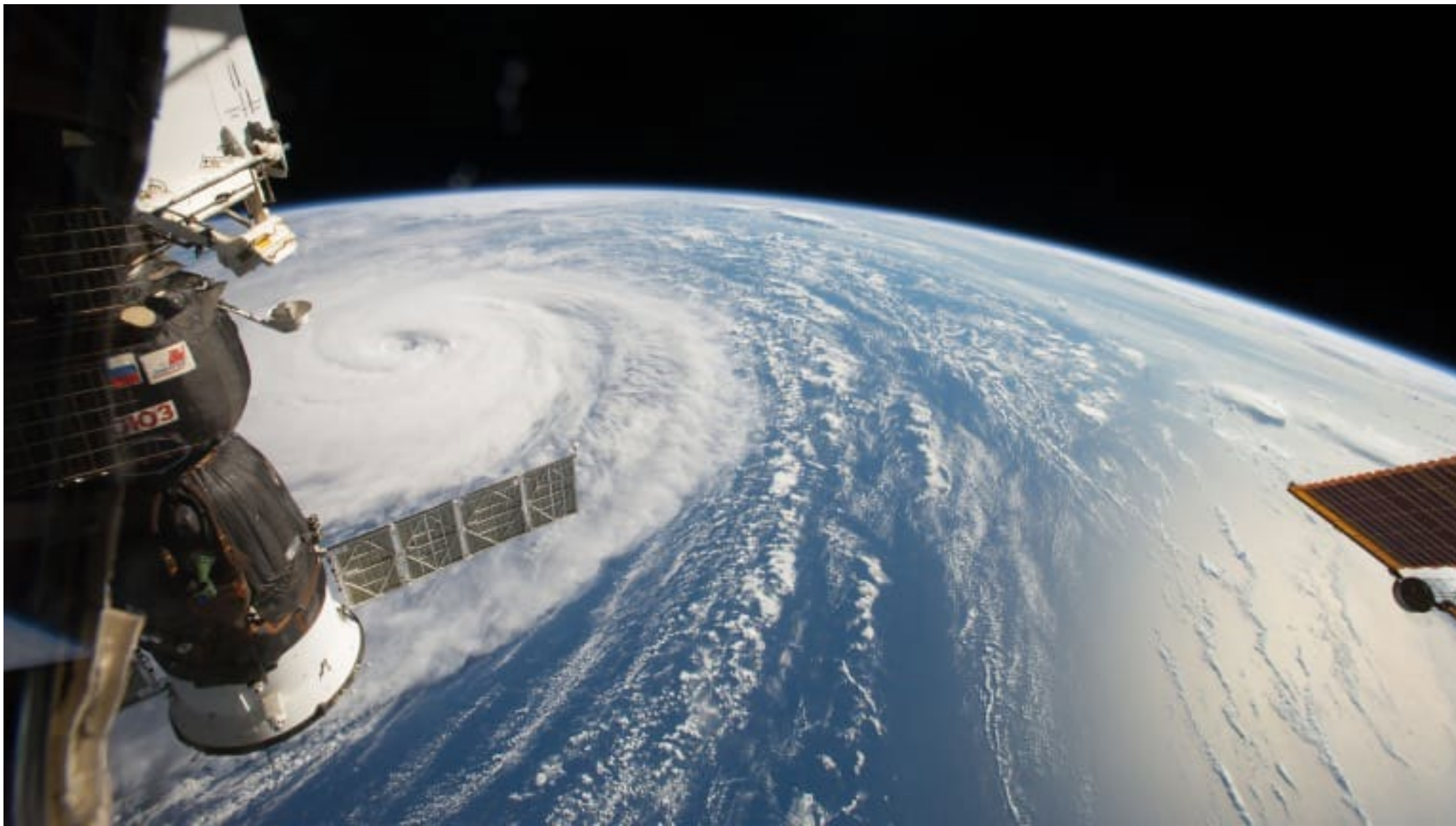
January 23, 2023

# Our Perspectives Are Driven By Our View – What's Yours?





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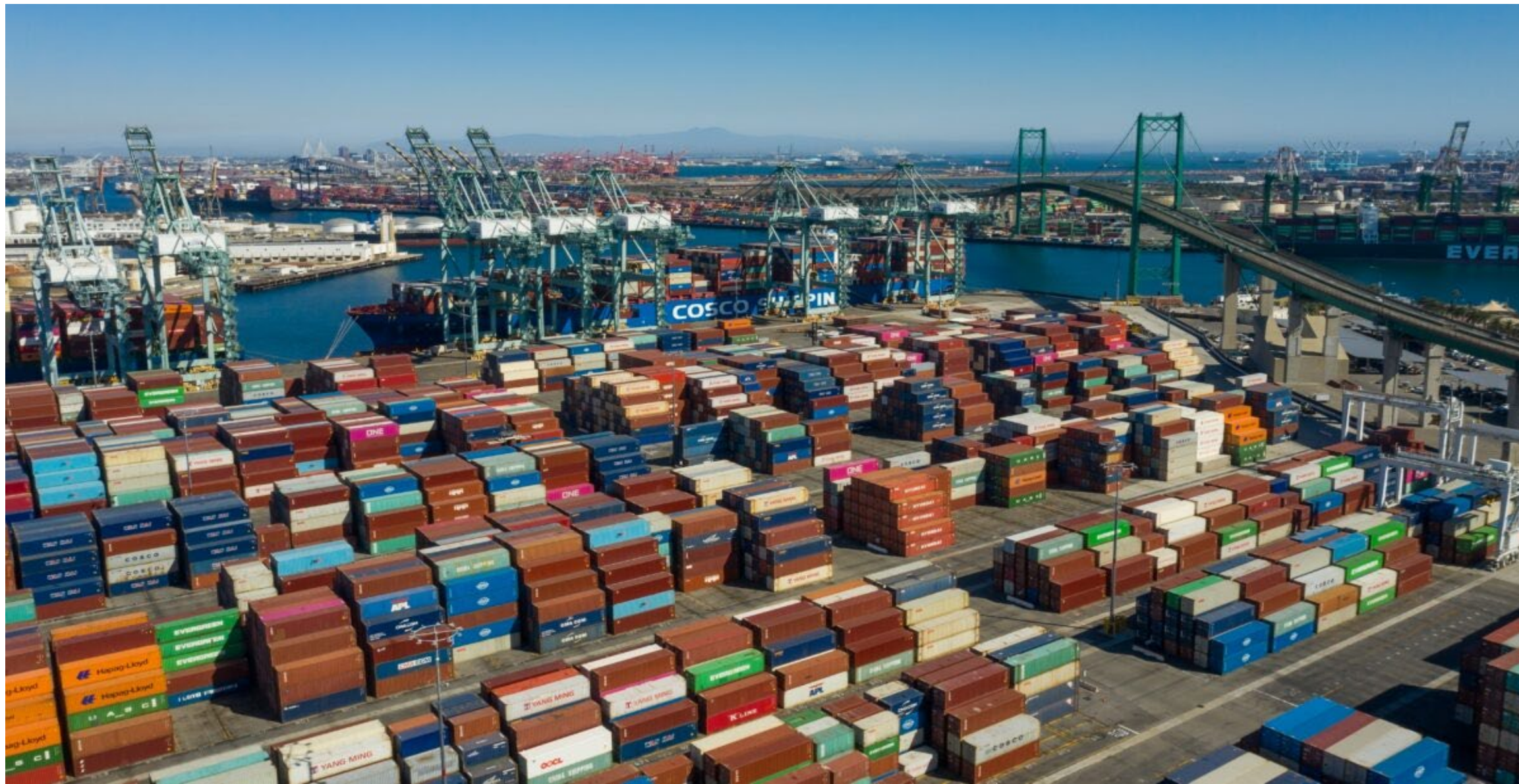


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# Our Perspectives Are Driven By Our View – Here's Ours!





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#1 Arts & Crafts Retailer



#1 Home Improvement Retailer



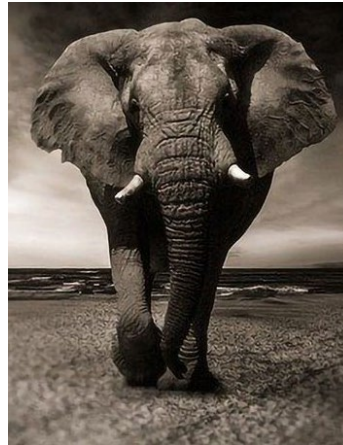
#1 Shirt Manufacturer



#1 Luxury Brand



TORY BURCH



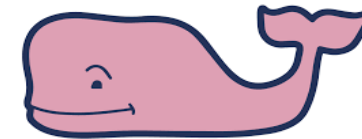
crocs



#1 Toy Company



CELEBRATING 135 YEARS



vineyard vines



# Our Perspectives Are Driven By Our View – Here's Ours!





## Acuitive Pre-Payment Freight Audit Platform

- Import/Export Freight Audit Specialists
  - Ocean, Dray, Air, Transload, 3PL, Detention, Demurrage
- +/- One million invoices audited in 2022
- All issues resolved before payment is approved
- We see it all ... The good and the bad!



## Detention Billing – Just How Bad Is It Really?

- Roughly 30% of invoices are off by at least a day (+/-)
- Supply Chain disruption made Detention front page news
- DC's ran out of space pushing containers to storage
- Terminals refused return of empty containers
- Massive expenses made this a C suite & Wall Street earnings call topic
- Manual processes got bulldozed





## Detention Billing – Why So Many Errors?

- Multiple truckers can touch the same box (no single source of truth)
- Carrier alliances with multiple terminals
- Carrier versus 3<sup>rd</sup> party terminals
- Terminal systems not connected to carrier systems
- Definition of a “working day” isn’t iron clad
- Manual billing processes!
- Overlapping 214 events (multiple legs)
- Contracted terms are negotiable
- Different billing cadences



# Detention Billing – What Causes the Errors?

- Wrong number of days applied
- Non-Contracted rate applied
- Wrong tier rate applied
- Wrong tier rate AND incorrect day applied (double negative)
- Incorrect contract terms
- Random acts of kindness
- Duplicate invoices
- Spot rates (contracted terms don't apply!)

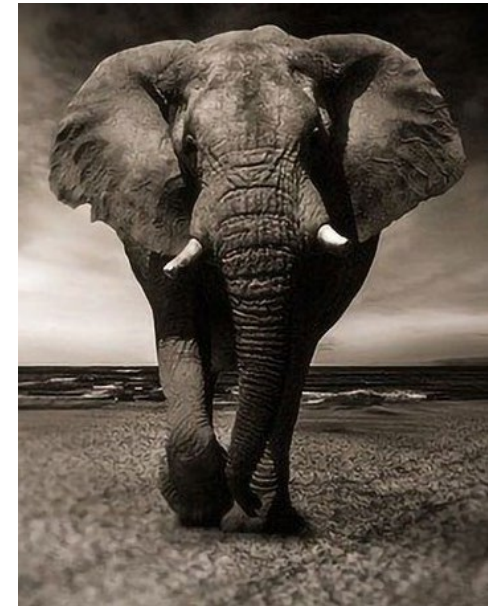




# Detention Billing – Nuggets!

- The time to start dealing with Detention is when you're negotiating contracts
- Paying Detention via your trucker is convenient but likely to cause them financial harm/stress (cashflow)
- Anecdotal evidence suggests (not enough data yet) that the event data for "some" 3<sup>rd</sup> party Destination Container Management (DCM) is better than "some" of the carriers' own data.
- It's a mess out there ...

best watch where you step!







## Our Perspectives on Detention Billing

# Thank You!

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