

# OEC NEWS

OUR EXPERTISE YOUR ADVANTAGE

EFFECTS OF A RECENT COVID  
OUTBREAK TO BE FELT LONGER  
THAN EXPECTED

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OEC GROUP



# EFFECTS OF A RECENT COVID OUTBREAK TO BE FELT LONGER THAN EXPECTED

*The 375,000-container backlog at Yantian Terminal, caused by a late May 2021 shutting down due to a significant COVID-19 outbreak among workers, has shown signs of easing. Yet, some experts believe that these signs may be a mirage, and the damage may be too much to overcome as we enter peak season.*

While the backlog of containers has started to clear, the number of boxes that continued to be stacked during the Yantian shut-down was significant. This will require all the delayed and in-coming containers to be moved at the same time during peak season. Adding to the problem is that other Chinese ports near Yantian were forced to pick up the slack, and as a result, have also been experiencing their own severe backlogs.

*“The COVID incident at Yantian is proving one flare at a high-volume port can have significant consequences, meaning customers need to continue to be vigilant, prepared, and proactive enough to adjust plans accordingly,” said Anthony Fullbrook, President of OEC Group’s Northeast Region. “The lesson all of us need to remember is that, regardless of what anyone says, we are not out of the woods with COVID.”*



A recent move by Maersk to restart 19 mainline services it diverted from Yantian due to COVID complications was made with the intention to help alleviate the backlog. While many in the industry believe that Maersk's move was a step in the right direction, others believe it will not be enough as projections on prolonged congestion at ports around South China, specifically Yantian, are ranging from two weeks to three months. The most likely estimated range lands between 80 and 90 days.

*"The issues at Yantian are compounding on other problems the industry has been dealing with for the past 18-months, namely substantial delays in ports around the globe, low carrier reliability and equipment imbalances," explained Frank Costa, Vice President of Sales for OEC Group's Northeast Region, "There's never a good time for a backlog like the one we're seeing in South China, but right now is a particularly bad time, and it is possible that the industry impact from Yantian's problems will last closer to the three-month projection range and possibly longer."*



**KENSON XU**

OEC Technology Team

## INTERVIEW WITH AN EXPERT

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*Kenson Xu of the OEC technology team discusses the strengths, capabilities, and current and upcoming features of the OEC Portal.*

**Q: What are some key capabilities of the OEC Portal?**

A: Visibility, transparency, and efficient communication are core strengths of the Portal program. With our Portal, in-house customer service agents, customers, and representatives from the carrier side have access to all updated and consolidated order details any time they need. Our Portal also features a built-in instant messaging component for immediate hands-on collaboration, giving all parties the capability to work together in real time without having to wait for incremental updates.

**Q: What are some of the upcoming features customers will soon be able to use?**

A: In our current stage of development, we are putting the final touches on air booking functionality, shipment track-and-trace, and internal data reporting. The team is also completing a personalized follow-up function, called “How’s Your Shipment?”. Once these capabilities are polished, we will further expand our services. Since our portal is an evolving product, we will continue to build a powerful all-in-one platform and add more exciting features for all our customers’ daily supply chain needs.

**Q: How can this platform improve the bottom line for OEC Customers?**

A: Our portal has demonstrated the ability to significantly cut communication time. During this uniquely volatile period in our naturally fast-paced industry, the phrase “time is money” really rings true. Our consolidated platform cuts down communication costs and keeps everyone on the same page.

**Q: What can customers expect from a customer service standpoint?**

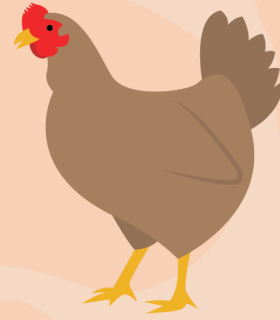
A: Customers can expect top-of-the-line service from our team of customer service representatives. Well before we planned on introducing OEC Portal to our client base, we began training customer service experts on the specifics of the program. Each client will be able to collaborate with their dedicated representative and work through any questions that may arise. Clients can also expect daily shipment updates and consistent overall communication from the customer service side.

# Chicken Wings

## FUN FACTS



Around **1.42 billion** wings were consumed over Super Bowl LV weekend, which is 10.5% of all wings consumed.



Americans eat about **13.5 billion** chicken wings per year.



Buffalo wings were created by accident in 1964 at the Anchor Bar in Buffalo, New York.



The first order of Buffalo wings was served with celery sticks, and celery sticks have been a staple side of wing orders ever since.



A recent survey from the National Chicken Council found that **53%** of Americans prefer bone-in wings to boneless wings.



Molly Schuyler holds the record of most chicken wings eaten in one sitting when she ate **501 wings in 30 minutes**, which is 16.7 wings a minute.



While celery is frequently served with wings, **73%** of Americans say they'd rather eat their wings with a side of fries.



# ABOUT OEC GROUP

At OEC Group, we have demonstrated our commitment to customer service in trans-Pacific trade for more than 35 years. Founded in 1981, OEC Group had a vision to provide comprehensive logistics services to clients. Today OEC Group serves destinations throughout the world and has grown into one of the leading logistics providers in North America. With over fifty offices worldwide, we take pride in being close to your cargo at all times.

OEC Group is monitoring and adapting to the changing market. We are well positioned to make continuous improvements to your supply chain using the fastest, most efficient and cost-effective services available. We work tirelessly to stay on top of the ever-changing logistics industry with the goal of delivering the most current information and services to you, our customer.

Our business is making our logistics expertise, your competitive advantage.