



STRAIGHT to the POINT

When Big Jobs & Big Bucks are on the Line, Tulstar Gets On The Line With VTC.

It has become something of a cliché, companies claiming to go the extra mile for their clients, but when a company named Tulstar really needed an extra-mile attitude, they got it, and more, from VTC. To best appreciate why, let us take you back to an incident that occurred early in the VTC-Tulstar relationship.



You get the extras when we go

THE EXTRA MILE

VTC has the superior personnel, facilities and expertise to excel in both transportation and transloading services. For Tulstar, this means having all the services they need—where and when they need them—plus a few extras.

See *The Extra Mile* inside>

SITUATION

It began on a West Coast pier, when a very large shipment of ISO tank containers was offloaded from a vessel. The ISOs were extremely heavy, too heavy to be transported by road to their destinations in the Midwest. On top of that, because of pending new government regulations in which the rail road did not allow rail transportation of these materials, Tulstar risked running up huge storage fees at the port if it allowed the overweight ISOs to remain on the pier for transloading into smaller ISOs.



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It doesn't cost to have VTC on your side, it pays.

"That was one big shipment," remembers VTC's Charlie Ring, "and one big dilemma."

Since desperate situations require desperate measures, VTC called in several competitive trucking companies to help move the oversized ISOs to the VTC transloading facility. There, the various cargos, some of them hazardous, were loaded into smaller, road-legal ISOs, which were hauled to their various destinations by a fleet comprised of VTC trucks and those of competitors. "It was the only way to get the job done on time—and done right," says Charlie Ring. And in that moment VTC proved to Tulstar what it has been proving to other customers for more than 130 years: that it doesn't cost to have VTC on your side, it pays.

Tulstar is a global sourcing & distribution company based in Tulsa, Oklahoma. In business 18 years, the company trades in chemicals and oils, primarily food chemicals, flame retardants, refrigerants and alcohols. According to Tulstar's

Wes Alexander, the company chose VTC because of its expertise in transloading. "We had been moving quite a bit of our freight out to the West Coast in trucks, and, as a cost-cutting measure, we explored using rail cars.

Pretty soon, we came to learn that VTC had their own transloading facility, and that they also had their own trucking operations on the West Coast, which looked like it might be a perfect fit for us."

ESPECIALLY EQUIPPED FOR SPECIAL HANDLING

A large concern for Tulstar was the transloading of urethanes and polyols, key chemical building blocks for the making of urethane foams. As Wes Alexander explains it, "Urethane foams have a host of applications, from ore industry inboards

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that are used in building projects, to mattresses and pillows. It is very moisture sensitive, so all handling equipment has to be clean and dry."



You get the extras when we go
THE EXTRA MILE

EXTRA ASSISTANCE

From nitrogen sealing expertise to whatever other specialty you need, caring pros like Charley Ring make sure you get it.

A key component to keeping the materials dry during shipping is the inert gas nitrogen. "It's used as a padding, a vapor barrier," explains Wes Alexander. "The five or ten pounds of pressure it maintains at the top of the ISO prevents moisture from seeping into our powders. The gas is extremely dry and very cold. It requires special equipment and training to be used right." Therefore, Wes Alexander's chosen vendor had to be highly proficient in the use of nitrogen.

His other concerns centered on the properties of the urethanes and polyols the vendor would be required to handle. "They're viscous liquids with consistencies that, when cooled, can be like that of thick syrup," he explains. "Therefore, heating may be required for them to become pourable. This means there will often be times when the ISOs will have to be steamed prior to transloading. We wanted to have assurance that, during the transfer from rail cars to trucks, there would be no moisture contamination."

PROOF OF THE PUDDING

So, Wes flew out for a tour of VTC, a trip that quickly elevated his comfort level. "When we got a chance to tour their facilities and meet

their people, and had them add a few things to take care of our product line, we knew these folks had the facilities, the personnel and the expertise to do the job."

"There are people who know how to do things right and there are people who don't. VTC does things right."

For VTC, there was never any worry. "We're used to this," reports Charlie Ring. "Because we do a lot of work for pharmaceutical companies and others where strict specifications for cleanliness have to be met, we had the steam and acid cleaning capabilities they needed. We're also highly capable in the use of nitrogen as a moisture barrier, so we were able to live up to that end of their specs, too. We felt very much at home with what Tulstar wanted us to do."

GOOD FOR THE LONG HAUL

Ten years have passed since Wes Alexander's first visit to VTC, time enough for first impressions



EXTRA ASSURANCE

VTC's strategically placed, world-class intermodal facilities deliver comprehensive services like steam heating as you need them, plus something even better—complete peace of mind.



EXTRA ACTION

VTC's workforce is driven to go the extra mile and guided by the strictest standards in the industry—our own.





to unravel, or for them to be enhanced and built upon. For Tulstar, the latter has proven to be true. "We're still very happy," Wes Alexander reports. "We've used other transloaders around the country, and come to the

conclusion that there are people who know how to do things right and there are people who don't. VTC does things right. There have been times when we've had last-minute orders come in, when we knew we'd be pressed for VTC to get the car heated and/or transloaded at the last

minute, or when a customer's rail car would arrive late. But they have a tremendous customer service facility that has met, and exceeded, our expectations any time we pressed them into service."

In a day when companies that keep their word are rare, VTC stands out for consistently living up to its promises and even exceeding client expectations. For Tulstar and many other clients, VTC really does go the extra mile.

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