portcast

Key Signals to help your team prevent costly detention and demurrage charges

🚢 Demurrage Triggers (Inside Port/Terminal)

🚨 Signal	🔍 What It Means	✅ What You Can Do
Dwell time spike at key terminal	Container is at risk of exceeding free time	Reprioritize drayage allocation
Vessel delay + port congestion forecast	Likely late discharge	Update the consignee and 3PLs proactively
No discharge milestone triggered	The container has not yet been unloaded from the vessel	Alert consignee, prepare for customs and transport delays
The container is held at the port (customs hold)	The customs or port authority has blocked the release	Work with the broker or customs to fast-track clearance. Use freight audit tools to identify charges that fall outside agreed terms.
Port closed due to strike/holiday/weather	The container is stuck without movement	Notify stakeholders, plan alternate delivery schedules
No update post ETA	Vessel delayed or berthing not yet completed	Contact the carrier or terminal for status confirmation. Flag potential overbilling through freight audit if vessel delay leads to unexpected demurrage charges.
Blank sailing detected	Planned arrival canceled	Rebook or reroute shipment proactively

🚚 Detention Triggers (Outside Port/Terminal)

🔔 Signal	🔍 What It Means	✅ What You Can Do
No movement post-discharge milestone	Risk of late empty return	Trigger internal alert and fast-track pickup
Delay in pickup after discharge	The container is sitting idle outside the terminal	Reassign trucking or escalate to local teams
Missing empty return instruction	Carrier has not provided the depot/return location	Follow up with the carrier immediately
Depot congestion or a closed return depot	The container cannot be returned on time	Request extension or alternate return location. Cross-check detention billing through freight audit data.
Container stuck at ICD or off-dock CY	Logistics bottleneck is delaying the return	Expedite internal approvals or documentation
Delay in unloading at consignee location	Container usage continues beyond free time	Alert the consignee and escalate the priority
The container is marked as delivered but not returned	Inaccurate milestone or missed return	Audit container status, trigger follow-up with 3PL. Use freight audit to validate or dispute detention fees.

Track Every Container Event at Terminal Level

With Portcast, track every container event at the terminal level to plan ahead and flag disputable D&D charges. No more switching between carrier sites, spreadsheets, or manual follow-ups.

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