STANDARDIZED FULFILLMENT

Enabling fast delivery, efficient returns, and a great customer experience for online and offline sales channels

Across Europe, retail and fashion companies need to keep close to their markets. They must move stock as required between locations to ensure their customers experience both merchandise availability and fast delivery of online and offline orders.

TYPICAL BUSINESS CHALLENGES

- Coordinating processes across multiple facilities
- Integrating all channels in the value chain
- Reducing fulfillment complexity
- Ensuring high availability of merchandise
- Rapidly delivering customer orders
- Lowering barriers to entry & expansion
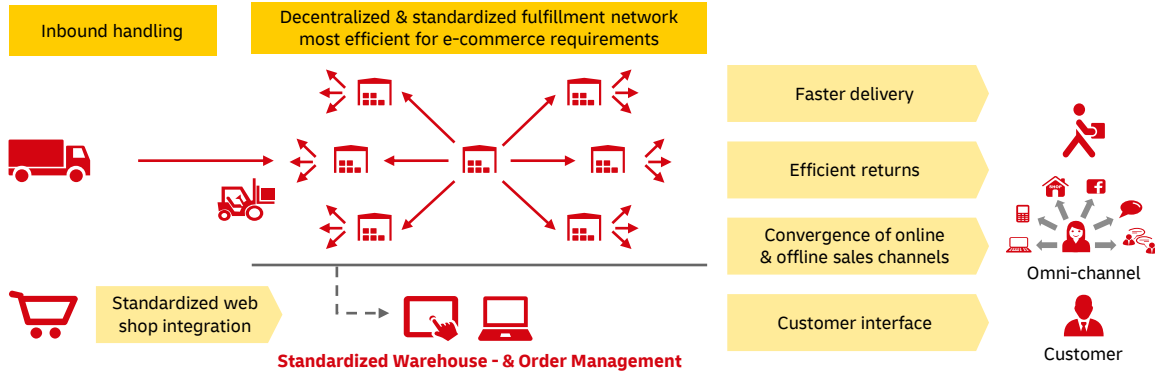
DHL

DHL SOLUTION

Leveraging DHL's pan-European fulfillment network, this solution provides decentralized inventory warehousing at multiple locations, along with efficient order deliveries and returns. It simplifies process, operational, and system complexity through standardization.

SOLVING YOUR BUSINESS CHALLENGES

- ✓ **Coordinating processes across multiple facilities –** Identical warehouse processes for all online and offline orders and returns

- ✓ **Integrating all channels in the value chain –** Web shops, retail stores, online marketplaces, e-commerce, and more

- ✓ **Reducing fulfillment complexity –** Every fulfillment center shares an identical IT and business process setup, and all are connected to each other

- ✓ **Ensuring high availability of merchandise –** End-to-end stock visibility; inventory management and order management

- ✓ **Rapidly delivering customer orders –** Short lead times from order to delivery; move inventory as required, based on customer orders and market needs

- ✓ **Lowering barriers to entry & expansion –** One-time IT integration is simple and cost effective; once integrated in one standards-based facility, companies can immediately expand into the others; supports rapid agile scaling across markets

ENABLING FAST DELIVERY, EFFICIENT RETURNS, AND A GREAT CUSTOMER EXPERIENCE

STANDARDIZED FULFILLMENT

KEY BENEFITS FOR YOUR BUSINESS

FAST

Same-day delivery in major demand centers; next-day delivery in all key European markets

COST SAVINGS

Standardization and shared warehousing reduce overall costs

CONSISTENT

Warehouse and inventory stock management for consistent cross channel fulfillment

MODULAR

Select as required – fulfillment and value-added services, last-mile distribution, domestic returns