

How an Italian Luxury Fashion brand enjoys white-glove deliveries with end-to-end tracking down to box ID level

Every day, the Brand ships their high-value creations – shoes, bags and apparel, including hanging garments – from their factories near Florence, Italy. They require utmost care to the final retail shop or the Brand's Customers.

DHL Global Forwarding supports the Brand's shipment around the world. To help them delight their US-based Customers, CXD now powers the new Newark warehouse, specially dedicated to Fashion.

THE BENEFITS DELIVERED FOR THE BRAND



Higher Speed to Market

All customer box IDs are scanned multiple times to eliminate the risk of delay and improved security



One-Stop Service

DHL interfaces with the Brand's suppliers to plan final mile-controlled deliveries for each Retail Store/ Customer



Specialized Care Handling

Strong DHL sustainability focus in-line with luxury customers sustainability goals

HOW DHL MADE IT HAPPEN

- **No freight sorting on arrival**
Faster handling & security
- **End-to-end automation**
For DHL, DGF and carriers, based on the business rules & carrier selection setup in CXD
- **End-to-end process control**
Based on EDI order vs scans vs milestones
- **Minimized cross labelling**
For maximized security. Labels are printed when the customer box ID is scanned
- **End-to-end visibility on specific item references**
Through automated warehouse events/milestones recording for maximum transparency

