



DSV Solutions Home Delivery Services



DSV Solutions

DSV Solutions is one of the UK's leading home delivery service providers for the manufacturing and retail industry. Our substantial experience and tailored services mean we can provide customised, reliable and cost-effective solutions for all aspects of the home delivery supply chain process.

From our three strategic regional distribution hubs in Milton Keynes, Middleton and Cumbernauld, we handle in excess of 170,000 home deliveries per year, with an average delivery time of 3-5 working days in the UK mainland. We also provide delivery operations to retail stores.

DSV Solutions is part of the MACH-3000 group which specialises in handling and delivering new furniture and fragile interior items throughout Western Europe. This enables us to deliver your items to your warehouses or direct to your customers' homes in 15 countries.

With our proven experience and expertise, we are able to help drive cost out of your supply chain through innovation and process optimisation.

At DSV Solutions, we're with you every step of the way

HOME DELIVERY SERVICES

Inbound Services

- DSV Scheduled Collections
- Supplier Stock Receipt
- Container Processing
- ASN Receipt Pre-advice
- Flexible Storage Solutions
- Short Term Storage
- Inventory Management



Order Management

- Order EDI/Manual
- Pre-book Made to Order
- Customer Management
- CCM System
- Postcode Scheduled Delivery
- Automated Booking Systems
- SMS Updates



Order Fulfillment

- Picking and Packing
- Cross Dock Process
- Order Consolidation
- Inventory Reports
- Dispatch Confirmation
- Real Time Online POD's
- KPI Reports



Value Added Services

- QC Inspection
- Rework
- Re-pack
- Pre-delivery Assembly
- Returns Management
- Spaces Management
- Environmental Disposal



Delivery Services

- Two-Man Home Delivery
- Pre-delivery Care Call
- Room of Choice
- Packaging Removal
- Trained and Uniformed Crew
- Home Delivery 'Light'
- European Furniture Network



Warehouse Management

- Data Exchange
- Inventory Management
- Kitting & Assembly
- RF & Paper Process
- Reverse Management
- Configurable System
- Reports and Analysis



Two-Man Deliveries

DSV Solutions specialises in safe and secure two-man home delivery services. We endeavour to provide customer satisfaction for all of our clients, so that your customers welcome us into their homes time and time again.

Operating from our three strategic UK regional hubs, we are closer to your customers and therefore are able to minimise product handling.

- Room of choice
- Unpack/remove packaging
- Trained and uniformed crew
- Home delivery 'light'
- Full UK delivery network



Warehouse Management

DSV Solutions provides shared and dedicated warehousing operations at its 14 locations throughout the UK.

We are able to utilise the latest Warehouse Management Systems with data interface to ensure we are fully integrated with both our customers and the end consumer.

- Inventory control management
- Data interface
- RF picking and packing
- Reverse logistics
- Quality control
- WHS and KPI reporting



CCM services

DSV Solutions operates a Call Centre Management (CCM) system to manage all business to customer consignments.

CCM is a 'booking in' system which uses several methods of communication to ensure that the customer can book their delivery in whichever way suits their personal needs – whether speaking to an advisor, or using our innovative SMS system.

- Customer booking within 24 hours of order arrival
- Automated SMS booking system
- SMS reminder 1 day prior to delivery
- Delivery confirmation call before 9am
- Call 1 hour before delivery



E-services

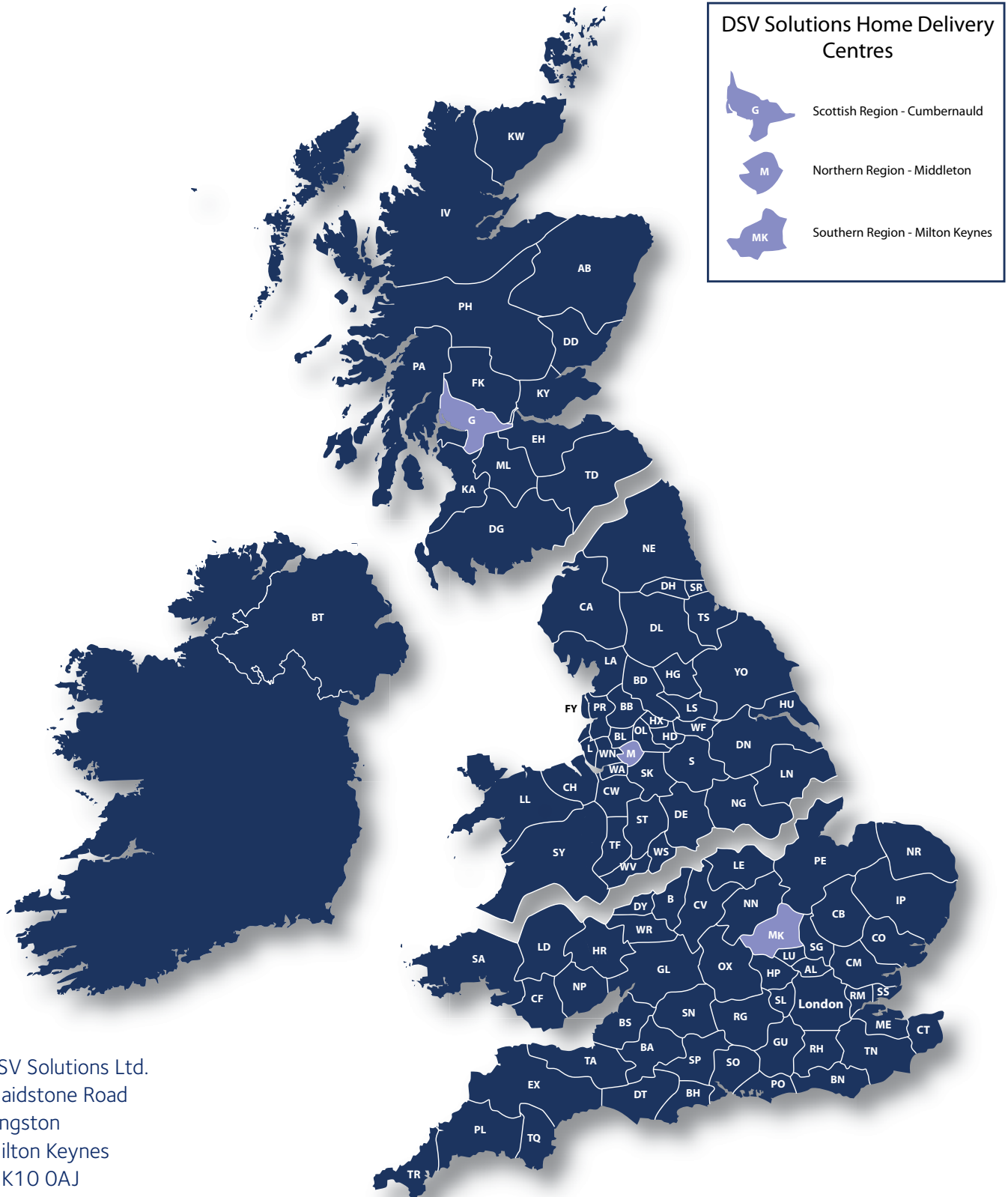
DSV Solutions e-services are a suite of online systems that enable customers to send information electronically and track consignments.

We are committed to providing our customers with the best e-services tools available in order to create visible, transparent and high quality services.

- Secure and flexible online bookings
- Printing of labels & documentation
- Track the status of your bookings online
- KPI reporting
- Purchase order management
- Real time POD



DSV Solutions Home Delivery Regions



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