



**DSV USA**



GLOBAL TRANSPORT AND LOGISTICS

**DSV**

# DSV Global Transport and Logistics

With offices in more than 70 countries all over the world, DSV is a truly global supplier of transport and logistics solutions. Over 23,000 DSV employees record annual revenues well over 6.9 billion dollars. DSV is one of the 20 most-traded stocks on the OMX stock exchange in Copenhagen, Denmark.

Key figures USA	
Employees:	750
Facilities:	28
Warehouse surface:	200,000 sq ft
Active since:	1980



Dear customer,

At DSV, we recognize our customers’ needs for flexibility. Using one of our 135 multi-user warehouses around the globe will enable you to respond quickly to market changes by expanding or reducing inventory levels at variable cost. We help you to identify the optimal location for storing and handling your goods as cost-efficiently as possible.

DSV Solutions in the USA currently offers warehouses on both coasts. Our US facilities provide a gateway to the North American market. Using DSV as your logistics provider you will also benefit from our extensive network in Asia and Europe for seamless imports. Subsequently we provide multi-modal domestic distribution through our integrated Freight Management System. Our warehouses are DSV-managed and owned, including warehouse employees, handling equipment and IT systems, ensuring full control over operations.

The DSV culture is characterized by a flat, transparent organization in which it is easy to find the right person. Our customers tell us that we are accessible and straight-forward to work with, and our employees are empowered to provide solutions – whether on a local or an international level.

We would appreciate the opportunity to discuss with you how we can support your business growth.

Welcome to DSV!

Kind regards,  
The DSV US Team



DSV Solutions creates competitive advantage for its customers by developing, optimizing and executing efficient supply chain solutions. We cover the entire range, from high-tech to practical solutions. DSV Solutions helps you to find the right warehouse location for your goods to ensure that they are optimally stored and handled as cost-efficiently as possible. Our industry-specific storage solutions are tailored to your product and market needs.

## Inbound Transport Management / Handling

We manage the inbound flow of your goods into our warehouses as well as the inspection and registration of the incoming products. Our inbound services include unloading and palletizing, checking the goods for defects and damage, recording serial numbers or items, and storing your products in the assigned racking or bin locations.

## Storage

We operate a continuous cycle-counting process to ensure that the stock levels in your system match the levels shown in our Warehouse Management System (WMS) and the physical stock levels in the warehouse. We can integrate our WMS with various client-based ERP systems including SAP and Oracle. We offer multiple storage possibilities such as bulk storage, secure storage, shelf and bin locations as well as conventional rack storage for a variety of pallet sizes.

## Pick and Pack

We can handle your sales orders, which you submit to us in a pre-agreed format and frequency, according to a selection of picking principles including 'First In, First Out' (FIFO), 'First Expired, First Out' (FEFO) and 'Last In, First Out' (LIFO). We always check the accuracy of each sales order, including the packing list and parcel label, before dispatch, and subsequently load the orders into delivery vans or trucks. We can draw on a flexible pool of dedicated warehouse operators and are therefore able to handle seasonal peaks without a problem.

## Value Added Services

In addition to our core services, we offer a wide variety of Value Added Services which are performed by experienced teams striving for flawless execution. The range of Value Added Services offered by DSV Solutions in the USA includes but is not limited to: Quality and Inspection, Packing, Labeling and Kitting.

## Consultancy

- Network optimization – improve your national, regional or global distribution model
- Management reporting – best-practice reporting principles for maximum control
- Warehouse design – construction and location
- Standard Operating Procedures – design and enforcement



## DSV CargoWRITE

DSV Solutions offers a comprehensive IT suite called CargoWRITE, which includes:

- Warehouse Management System (based on Red Prairie)
- Freight Management System
- Duties Management System
- Integration gateway
- e-Visibility

DSV Solutions USA employs a dedicated team of engineers for solution design. Their services include the configuration of warehouse management systems, development of EDI interfaces, and implementation of operational and customer-service processes.

BoConcept is Denmark's most global furniture retail chain with 260 sales outlets in 60 countries around the world. BoConcept has been active in the US market since 1993, initially supplying its USA retail outlets directly from its own locations. Typical problems in such a supply chain model are securing stock availability and economic order quantity. In 2013 BoConcept launched a tender for warehousing and distribution services in order to be able to respond to the increasing demand of its 31 stores across North America.



DSV offered an efficient solution for the USA that fitted perfectly within the BoConcept supply chain strategy. DSV was already a BoConcept logistics partner in China where it was successfully facilitating the retailer's ambitious Asian expansion strategy. The Chinese collaboration started 5 years ago when DSV took over the regional warehousing and distribution in Asia and the Middle East. This resulted in significant cost reduction and the closure of a 32,000 sq ft BoConcept-owned warehouse. DSV moved the operation to its brand-new Shanghai Free Trade PA, thus reducing order lead times to all Asian stores.

In the USA, DSV is in continuous dialogue with the retail outlets distributing BoConcept furniture from the Fontana warehouse in California and the Edison facility in New Jersey. "DSV's assertive and accountable attitude fits perfectly with BoConcept's culture," stated Torben Paulin CEO of BoConcept. Using customized packaging, DSV Solutions designed a highly bespoke procedure when palletizing the furniture for distribution to prevent product damage. Torben Paulin, who is responsible for BoConcept in the US, comments "It is the perfect solution! The pallet size is double the size of a standard US pallet so it can hold all our SKUs including the heavy and fragile ones." DSV's US domestic freight management network ensures cost-effective and on-time deliveries to BoConcept's 31 North American stores.



DSV Air & Sea is a global transport and logistics provider determined to be your preferred service partner for international trade. DSV Air & Sea offers alternative routings and flexible schedules to suit even the most demanding logistical requirements to and from all parts of the world. With approx. 6,000 employees in over 70 countries, handling more than 700,000 TEUs of sea freight and more than 250,000 tons of air freight a year, DSV Air & Sea has the market share and buying power to offer diverse freight-forwarding solutions.

### Air freight Services

DSV Air & Sea is a premier air freight provider offering an exemplary level of service, which makes us the preferred partner for some of the world's most selective international trading companies and retailers.

- Express Services** Efficient in terms of both transit time and price
- Daily flight Services** Flexible direct pick-up and delivery
- Consolidated Services** When cost-effectiveness is your number one priority
- Full and part-charter** We operate our own charter department with dedicated employees
- On-board courier** Extremely urgent parcels delivered to their destination as quickly as possible

### Sea freight Services

DSV Air & Sea has the expertise, market share and buying power to offer comprehensive freight-forwarding solutions. With our local customer service representatives in all four corners of the globe, we always keep you up to date, ensuring that you stay one step ahead of your freight.

### Full Container Load (FCL) Services

Door-to-door or port-to-port, to and from locations worldwide

### Less than Container Load (LCL) Services

Own consolidations, guaranteed capacity, frequent departures

### Non-containerized Load/Special equipment

Overweight and out-of-gauge shipments which are unsuitable for standard containers

### Break Bulk

Our dedicated Project Department employs specially trained and highly experienced staff

### Buyer's Consolidation Services

Your cargo can be delivered to our facilities by multiple suppliers



### DSV e-Services

DSV's e-Services track & trace system provides detailed status information at each step during your cargo's journey, right up to the moment of delivery. This comprehensive set of tools offers a full range of functionalities including booking and reporting. The portal is easy to use, and access can be shared with your suppliers and customers. It significantly reduces documentation errors and increases communication efficiency when dealing with imports or exports.

### Other Services

- Combined services (sea / air)
- Hazardous and temperature-controlled cargo
- Customs clearance and documentation
- DSV cargo insurance

Flying Tiger Copenhagen is part of Tiger, a global retail chain offering a wide range of own designed items through a total of 400 stores in 21 countries. The retailer's supply chain is challenging to say the least, since worldwide it is opening new stores every week and launching 300 new products every month!

*"Volume increases and global expansion are not something we can handle ourselves in terms of logistics. We simply don't have time for that. We're building the airplane while flying it, so we need professional assistance."* says Lars Syberg, Global Supply Chain Director at Flying Tiger.



Flying Tiger's remarkable annual growth of 50% plays as both an advantage and a drawback. The biggest challenges Flying Tiger faces due to its development rate are reducing lead-time, improving forecasting, sourcing and risk assessment. As a true partner accompanying its customer in growth, DSV provided Flying Tiger with reliable logistics solutions that enabled the demanding goals were achieved. Thanks to its characteristic flexibility and scalability, DSV is able to establish an operation within 20 weeks whenever necessary.

### Full visibility throughout the value chain

Based on a global agreement with Flying Tiger which established DSV as the preferred partner for its logistics activities worldwide, DSV was assisting Flying Tiger with the launch of its North American campaign. Since Flying Tiger's US activities were expected to take off rapidly, DSV had opened a new logistics facility in Edison, New Jersey, to serve the East Coast of the USA. Flying Tiger choose DSV to handle all activities in the region, including Air/Sea activities, warehousing and distribution. This not only gave Flying Tiger a one-stop solution for its US expansion, but also allowed it to gain full visibility throughout the value chain. The result: smooth execution and a solid foundation that supported Flying Tiger's growth ambitions in the US.

# DSV Domestic Distribution Management



## A fragmented market

Not only does DSV deliver thousands of shipments daily related to our international transport activities, we also offer a unique US domestic product. Our inherited transportation expertise lends itself to an unmatched platform of premium domestic services.

Every day, DSV customers benefit from our existing global infrastructure, resources and experience in delivering reliable and cost-effective solutions. With 35 offices in North America, DSV offers local market knowledge and connects a fragmented market.

Well-established within the US logistics industry since 1980, DSV provides an existing base of road carriers with solid reputations and nationwide coverage.

**Groupage/ LTL:** Efficient in terms of transit time and price / real-time information accessible to customers

**Full Loads:** Optimized capacity utilization, safely and on time

## Distribution Management

We are committed to finding the most suitable distribution solution for you in terms of lead time, quality and cost. Our trademark is defined by the commitment to deliver the best service and customer experience.

We handle the planning, execution and administration of all your customer deliveries. DSV always selects the most favorable distribution solution depending on the size, weight and destination of your sales order. Our track & trace system allows you to monitor the progress of the shipment from pick-up to final delivery.

## LTL / Track & Trace / TMS

DSV clients benefit from the buying power of a multibillion-dollar logistics provider with established carrier relationships, superior online transportation management technology, and exceptional customer service from our knowledgeable staff at 35 locations throughout North America.

Clients can book and manage their shipments online using DSV e-Services. The Transportation Management System captures real-time pricing and transit information, which gives our customers the visibility they need to choose the very best option per transaction. An effective balance of cost, carrier selection and transit is the satisfaction we offer our clients every day.



An electronic record allows our customers to go one step further, visualizing not only real-time freight movement, but also historical loads. This makes forecasting easier and more reliable.

## (LTL) online Services

- DSV customer service
- Centralized LTL management
- National and regional carriers
- Multiple carrier choices
- Real-time pricing and service days
- Online booking
- Bill of lading management
- Track & Trace with POD
- Online reporting

## FTL

Benefiting from our nationwide coverage, our North American clients are able to enjoy a one-stop shop with services at several levels. All transport carriers are capable of moving cargo from one destination to another. However, at DSV, we realize that the job isn't complete unless the freight is delivered safely and on time, as expected.

We consistently monitor key elements such as safety scores and insurance coverage. Furthermore, mitigating risk via proper carrier selection is part of our due diligence process. Our full truck load TMS enables automated monitoring of our carriers' safety scores and insurance coverage via CarrierWatch.

We select only the highest standards available, and pass on our competitive rates to our clients.

## Carrierwatch

- Automated monitoring
- Email alerts
- TMS integration

## DSV Load Management

- Customer service
- Compliance
- Contingent insurance

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