



PICKUP & DELIVERY, COMPLIANCE AND PRODUCT REWORK

CASE STUDY

A major Asian retailer of two exclusive American fashion brands was experiencing remarkable growth and was therefore looking for a logistics service provider to support their business in Hong Kong. They needed their outdated or damaged garments moved out of the main retail locations quickly and efficiently, and sent to their discount stores.



OPPORTUNITY

The client needed a logistics service provider established in Hong Kong who could perform regular pickups of outdated or damaged garments from their luxury stores. The retailer had to reach 11 locations in the city, which meant meeting the regular pickup and delivery schedules was a major challenge. After picking up the garments from the luxury stores, they would need to undergo quality inspection, repackaging, and labeling for sale in the client's discount stores.

OUR SOLUTION

To meet the required scope of business we developed a detailed solution. Our team arranged pick up from the shops according to a transportation schedule by "milk runs" throughout the city. To maximize efficiency they took into consideration the shop opening hours, pick up priorities, and the city's traffic peaks. Through systematic scheduling, the garments were picked up from inside the shops during opening hours, without disrupting the shop operations.

At the warehouse, the client's product underwent quality inspection at receipt and was then repackaged and labeled. Warehouse employees removed existing price tags and replaced them with specific discount tags, which prepared the items for display at the discount outlets. Based on the client's specifications the items would then be consolidated, segregated, and shipped to the discount retail stores. As an added benefit, the online visibility of their transactions and stock via exp.o®, Expeditors' online track and trace system, increased inventory and order pick accuracy levels tremendously along with on-time deliveries.

THE RESULTS

The combination of flexibility and adaptability proved essential in the excellent quality of service the client received. With our solution the client recognized faster throughput times increasing their revenue opportunities. Exceptional customer service, unique systems and tools, and a flexible customized solution resulted in a satisfied client.

