



Luxury brand improved clearance & delivery performance to 95% and streamlined cross-brand communications

The brand was faced with a delivery challenge – even more so with multiple brands to coordinate. By strengthening Air Freight and Customs partnership, DGF delivered on the 24/48-hour delivery promise from aircraft landing.

THE BENEFITS DELIVERED FOR THE BRAND



From 70% to 95+%
Improvement in
Clearance &
Delivery
Performance



99%
Average Net
Performance since
2020 to date



**Significant
Reduction**
Daily email
communications
between partner
brands



BRAVO DGF Team
!!! We have seen
tangible
improvements in
service for our
Fashion Brands

HOW DHL GLOBAL FORWARDING MADE IT HAPPEN

- **Implementing Pre-Clearances & Document Pre-Check:** Pre-alerts are shared with the Air Freight operations team to pre-clear the shipments. The presence of the original documents along with the shipment is ensured or a second set of originals will be sent by courier or along the next consolidation
- **Improving Flight Mapping :** Clearance is completed on or before arrival date minus 1 day. DGF collects from DNATA and delivers in the timeline designated
- **Solidifying Delivery planning:** DGF shares delivery instructions for critical locations with the Transport Team down to the # of SKUs if needed and pro-active heads-up emails

