

# AUTOMOTIVE

**SAMEDAY**

## CASE STUDY | Manufacturing

### PROBLEM:

One DHL Same Day customer is a leading global supplier for major automotive manufacturers and is responsible for getting raw materials and parts from all over the world to more than 50 plants. If shipments don't arrive on time, manufacturers face delays in delivering cars to their dealer networks.

As in any business, they sometimes have urgent shipment requirements. These often call for special handling or include last-minute logistical challenges. Because of both the volume of packages and the steady stream of shipments requiring particular attention, this company had to have a shipping partner it could count on, no matter what.

### SOLUTION:

DHL Same Day knew that good communication would be the foundation for a successful relationship with this customer. A regular process was established, using both automatic updates from IRIS (the proprietary Integrated Routing and Information System) as shipments were in transit, and emails and phone calls between DHL Same Day agents and the customer to handle any questions, provide shipping options, and head off potential problems. Thanks to this regular contact, DHL Same Day clearly understood the customer's needs and was able to stay on top of late-breaking changes.

Of course, follow-through was just as important. Sometimes this involved the creation of an entirely new process. To handle emergencies at the plants, for instance, DHL Same Day set up an intercept service at the Cincinnati hub, so that shipments already in transit via regular DHL service could be immediately rerouted through DHL Same Day for faster delivery.

Other times follow-through simply meant going the extra few thousand miles: racing to pick up a shipment before the weekend started in Portugal and getting it to its US destination well ahead of the plant's 6:00 am Monday opening. Or switching a delivery from Next Flight Out to Hand Carry and driving the package from Dallas to El Paso when an ice storm shut down the airports.

### RESULT:

Using DHL Same Day has taken the worry out of critical shipments for this customer. It's employees know that anything they request, DHL Same Day will be able to handle, and they'll be automatically updated every step of the way.

What was the client's reaction? "I can call and talk to DHL 24 hours a day, seven days a week, 365 days a year—whenever I need to. I always consider DHL Same Day one of my best options. I know I can count on DHL."



### About DHL Same Day:

A subsidiary of DHL Express, DHL Same Day has more than 30 years of experience in Next Flight Out, Hand Carry, Charter, and Dedicated Drive delivery. Its global network provides the superior service and local knowledge necessary to satisfy emergency shipping requirements.

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