Dear customer,

At DSV, we recognise our customers’ needs for flexibility. Using one of our 135 multi-user warehouses around the globe, which include 23 warehouses in mainland China, 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 China offers warehouses in Shanghai, Suzhou, Beijing, Tianjin, Shenzhen, Guangzhou, Chengdu and other cities. Our warehouses are managed and run using our own resources, including warehouse employees, equipment and IT systems, in order to ensure that we continually maintain full control over operations.

Our organisation is divided into three divisions: DSV Air & Sea, DSV Road and DSV Solutions, each with their own boards. The DSV culture is characterised by a flat, transparent organisation in which it is easy to find the right person. Our customers tell us that we are easy to work with, and our employees are empowered to provide solutions – whether on a local or an international level.

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

Welcome to DSV!

Warm regards,

The DSV China Management Team.
IC Companys is one of Scandinavia’s largest fashion companies with a turnover of 3.3 billion US dollars and more than 1,600 employees. The company’s well-known brands such as Tiger of Sweden, Peak Performance, By Malene Birger and Saint Tropez are sold through over 450 retail and franchise stores, through e-commerce and through some 8,000 distributors in more than 35 countries.

As one of the pioneers in its industry, IC Companys started out sourcing the manufacturing of goods to China as early as the beginning of the eighties. As the business, service quality and visibility requirements in the supply chain grew, the Chinese logistics operation also increased. In 2008, IC Companys invited DSV to participate in a tender for the freight operation from China, India and Bangladesh for its entire store network in Europe and Canada. DSV is now managing inbound domestic trucking as well as buyer consolidation and loading & shipping for IC Companys. Through DSV’s Purchase Order Vendor Management system, IC Companys has a clear overview of the status of each order and can adequately anticipate any delays. The DSV online booking system allows suppliers to proactively book a pick-up as soon as orders are ready, and they can monitor the progress of each consignment using the track & trace facility.

In the DSV warehouse facilities in Hong Kong and Shanghai, DSV optimises the container loading plans, thus reducing the logistics costs per item. DSV builds customised ‘Garment on Hanger’ boxes to optimise the use of space and ensure that the clothes arrive at their destination in pristine condition. Nete Synnest, who is responsible for transport and customs at IC Companys, has been truly content with DSV over the past 5 years. “Not only has DSV provided us with greater visibility of our supply chain, but it has also done a good job in facilitating the increased volume and complexity of our business, hence positively contributing to IC Companys’ growth,” comments Nete.
DSV Solutions

At DSV, we recognise 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 your inventory levels at variable cost. 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

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 palletising, 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, shelf and bin locations as well as conventional rack storage for a wide variety of pallet sizes. DSV runs a number of bonded warehouses throughout China which eliminate the need for local customs clearance. Hence, DSV is an excellent partner for trans-shipment platforms or distribution centres located elsewhere in Asia or globally.

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 sub-sequently 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.

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 China includes:
- Kitting/assembly
- Testing
- Packaging/repackaging
- Configuration/customisation
- Labelling
- Repairs

Consultancy

- Network optimisation – improve your national, regional or global distribution model
- Management reporting – best-practice reporting principles for maximum control
- Warehouse design – construction and location
- Standard Operating Procedure – 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 China 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.

DSV started implementation immediately after being awarded the contract. Danfoss required some products to be repacked and/or grouped into specific packaging. A highly customised standard operating procedure (SOP) was created by a joint team of logistics professionals from Danfoss and DSV. That team was subsequently responsible for providing training, and embedding the SOP in the warehouse operation. Since Danfoss opted to continue using its own system, the DSV team members familiarised themselves with the client system. To cope with the wide variety of product sizes, DSV proposed a customised racking solution which significantly increased storage capacity in the racking locations and resulted in 20% extra warehousing space.

Danfoss has now been working with DSV in China for two years, and Dai Jian, Supply Chain Director of Danfoss in China, looks back on the cooperation with satisfaction: "We have had no accidents over this period, and important KPIs such as ‘Goods Received’, ‘Delivery On-Time, In-Full’ and ‘Inventory Accuracy’ are reaching levels of 100 percent." In recognition of its commitment to Danfoss, DSV was awarded an ‘Excellent Vendor’ certification by Danfoss in 2012.

Danfoss is a privately owned, global company employing over 23,000 people in 51 countries. This Danish manufacturer of climate, energy and power equipment was faced with a situation in which the supply chain was having difficulty keeping up with the pace of growth. As a result it was becoming increasingly difficult to provide a consistent service level, especially to the northern part of China.
Road-based transport in China falls under the responsibility of the DSV Logistics organisation. DSV offers attractive and flexible distribution management solutions with short delivery times for groupage cargo as well as part and full loads. We specialise in designing solutions to fit each individual customer’s needs, and we deliver to any part of China.

Groupage          Efficient in terms of transit time and price
Part Loads        Flexible direct pick-up and delivery
Full Loads         Optimised capacity utilisation, lowest cost per Kilogram

Distribution Management
We are committed to finding the most suitable distribution solution for you in terms of lead time, quality and cost. We handle the planning, execution and administration of all transport operations. DSV Solutions always selects the most favourable 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. Our state-of-the-art transport management system (TMS) connects our network of dedicated subcontractors who are specialised by lanes or port management system (TMS) connects our network of all transport operations. DSV Solutions always selects the most suitable carrier from our extensive carrier base or use your preferred carrier if you wish. Moreover, we monitor and measure all carriers on a day-to-day basis using key performance indicators (KPIs) and scorecards based on your requirements.

Invoice Settlement
DSV Solutions’ freight management system supports a range of invoicing formats and methods. We check and audit carrier bills, and we can flexibly invoice you in line with your administrative processes (match and pay, self-billing, etc.). We can also handle cost-plus pricing and consolidate invoices per agreed period.

Other distribution management services include:
> Order management
> Shipment planning
> Freight execution and monitoring
> Exception reporting and proof of delivery
> Freight settlement (incl. freight invoice audit & client billing)
> Performance reporting

Carrier Selection and Management
As we are a licensed provider of trucking services, you will benefit from the transparency and the VAT policy of a single transport invoice for your combined distribution throughout China. By leveraging our global buying power, we are able to negotiate competitive rates and always ensure sufficient capacity. We select the most suitable carrier from our extensive carrier base or use your preferred carrier if you wish. Moreover, we monitor and measure all carriers on a day-to-day basis using key performance indicators (KPIs) and scorecards based on your requirements.

Invoice Settlement
DSV Solutions’ freight management system supports a range of invoicing formats and methods. We check and audit carrier bills, and we can flexibly invoice you in line with your administrative processes (match and pay, self-billing, etc.). We can also handle cost-plus pricing and consolidate invoices per agreed period.

Cross-Docking
We offer short-term storage and consolidation of shipments. In that case, goods for a specific sales order are placed in the cross-docking area to await the arrival of the other components for the same order. They are then consolidated into a single shipment and prepared for delivery.

Track and Trace
Clients can book and manage their shipments online through DSV e-Services. The track & trace data can be accessed through a web portal or directly integrated into the client’s own planning systems using electronic data exchange (EDI). Our customers’ suppliers can also access the e-Services portal in order to arrange a pick-up as soon as the goods are ready to ship.

Now, three years after DSV took over the management of the distribution activities, volumes have more than doubled and the scope of services has increased dramatically. DSV’s transport management system (TMS) gives the customer visibility of the entire operation and a single point of contact, which has improved customer service.

In addition to ensuring that all the orders are delivered on time and in full, DSV also provides a range of Value Added Services. Upon receipt, all goods are quality-checked and then re-packed into customised packaging if necessary. Most of the train components and spare parts only stay in the DSV warehouse for a short period. On the cross-dock platform, the goods are sorted and consolidated into complete orders before being dispatched. They are monitored through the track & trace facility right up to the moment of final delivery.

“The distribution operation is truly unique in China. It clearly demonstrates our flexibility and underlines our commitment to shaping our service offering around the client’s needs,” says Landy Yao, Contract Manager for DSV Solutions. “Our client has a global reputation for second-to-none professionalism. Despite the extremely high service-level requirements, I am proud to say that we are consistently meeting – and exceeding – the customer’s expectations,” continues Landy.
Extend Your Reach into Asia
Whereas Asian hub locations were previously mainly limited to Hong Kong and Singapore, the opening up of the Chinese market has facilitated the emergence of Free Trade Zones with bonded warehouse facilities on mainland China. Shanghai and Shenzhen are becoming increasingly popular as hub locations for intra-Asian freight management as it is often conveniently located with respect to production facilities, which in turn significantly reduces distribution costs and transit times. Our rapidly expanding presence in the region includes offices at major ports as well as logistics operations in major markets and hub locations.

Local Expertise
You can depend on our knowledge of local customs regulations and our extensive distribution networks to get your products to your clients and distributors on time and in perfect shape. DSV’s regional presence can support your growth into new Asian markets. With the financial strength of a global player, DSV is a reliable long-term logistics partner.

Dedicated Intra-Asian Team
All intra-Asian cargo flows are handled by a dedicated regional team of commercial, operational and customer-service employees. This set-up allows us to communicate efficiently and deal swiftly with any commercial or service issues that may arise.

A Unique Service Offering
The DSV network offers door-to-door visibility of your shipments, with the possibility for our track & trace data to be interfaced with your system using EDI or to be accessed through our online portal. For air cargo DSV even offers a same-day uplift service and a next-day delivery service throughout Asia. Our central billing department provides you with a standardised invoice for all your freight flows.