



Challenge: High Costs of International Shipments

DCL handled more than 40,000 worldwide shipments of programmable chip design software in support of customer's subscription program. Because a large percentage of the company's customers are located outside of North America, the company was spending significantly on international freight costs and taxes. Additionally, the large population of international customers and the complexities of tracking international shipments through customs, made it difficult for the company to verify that shipments were being delivered and delivered within a reasonable time period.

DCL Solution

DCL set up a consolidated fulfillment process in which each order was manifest by each individual end user. The individual end user orders were then consolidated to a master shipment per country. A company liaison at each country received the consolidated shipment and distributed each individual addressed order through the local carrier services.

Benefits:

- Significant reduction in freight costs
- Unnecessary tax administration of individual packages eliminated
- Single batch custom clearance (versus custom clearance for each unit)
- Single bill-of lading (versus one per each order)
- Individual address tracking maintained
- Tracking of serial numbers to both consolidator and end user

About DCL

Founded in 1984, DCL has emerged as the leading provider of next-generation Supply Chain Services. More than a logistics company, DCL is a trusted business partner who reduces operating costs and improves end-customer service via a full menu of order entry/processing, call centers, warehousing, final assembly, fulfillment, and returns management. DCL's advanced IT infrastructure is Internet-enabled for complete integration with enterprise-level business systems; its customizable solutions enable companies of all sizes to focus on their core competencies. DCL currently serves some of the best-known names in the high-tech and healthcare fields.