



Home Delivery

SEKO's Home Delivery Service is your most reliable and cost-effective option for delivery of eCommerce orders, high value goods or even heavyweight and oversized products - featuring time definite appointments, complete with additional services such as set up, trash removal and more.

We have also launched a website where your customers can schedule their delivery appointments online, in most major markets. They will be given multiple options based on their address, and on preferred delivery times as directed by you.



“Previously, we had delays in shipments and also problems with damage. But after we started working with SEKO for our eCommerce home deliveries we didn't have a damage claim for over six months. We get on time deliveries and less damage, practically none in fact. SEKO cut down on the damage to less than 1% from 15% or more before.”

Ken Vinson – Escalade Sports

It Couldn't Be Easier

Home Delivery offers appointment deliveries and an exclusive Interactive Voice Response system to alert consumers to incoming deliveries. We also operate a closed loop linehaul system that keeps consumer freight from being co-mingled with freight to other destinations. Our delivery network is experienced in providing special handling for your high value, sensitive shipments, and is flexible enough to handle oversized deliveries such as furniture and big-screen TVs, or even pallets or other bulk merchandise. We also offer product return programs.

Because SEKO is a non asset based transportation and logistics provider we're not locked in to rigid schedules, so shipments go where you want, when you want. And because our customer service center is manned 24/7, you can be sure your deliveries are being monitored around the clock, and you can even track and trace them in real time online as well. It's all part of our goal to be the number one Home Delivery provider in the world.

Service Levels

- White Glove – room of choice delivery, unpack and trash removal
- Threshold – delivery inside the main entrance of the residence
- Standard – delivery to the first dry area outside the residence

While these are our typical service levels, each level can be customized to create a Home Delivery solution that meets your needs.

MySEKO Keeps You in the Know

Our easy to use online transportation and logistics solution, MySEKO, offers reporting in real time, providing all manner of information on hundreds of thousands of shipments for whatever date range you choose. With MySEKO, we can integrate with your eCommerce storefront or even develop one for you, as well as installing hot links or embedding tracking information. And with MySEKO, return logistics is literally as simple as clicking a mouse. In short, we can constantly improve your web applications to enhance your supply chain visibility even further.

Proactive Communication Reduces Customer Returns

Our Interactive Voice Response system lets your customers know when their goods have arrived at the SEKO destination station. By alerting them in a timely fashion, the IVR lowers the number of returns by reducing the window for 'buyer's remorse'. This automated system calls customers, usually between 1 and 2pm local time, and leaves a voicemail message to let them know that their goods have arrived - giving them a number to call to set up the delivery appointment. If the customer picks up the phone, then the IVR can either give them the number to call or connect them with the local SEKO office to make a delivery appointment.

Online Scheduling for Maximum Convenience

We have also launched a website where your customers can schedule their delivery appointments online, in most major markets. They will be given multiple options based on their ZIP code and preferred times, which are also based on the appointment windows that we have agreed for you.

What next?

To find out more about SEKO's Home Delivery services, please email hello@sekologistics.com

About SEKO Logistics

We provide a suite of logistics services which enable you to use your supply chain as a competitive differentiator. As a customer centric organization, we are powered by the expertise of our people and our in-house developed, best in class, customizable technology. It is this combination which gives SEKO its strength.

With over 120 offices in 40 countries worldwide, SEKO's unique shareholder management model enables you to benefit from our specific industry sector expertise, coupled with vital in-country knowledge and unparalleled service at the local level. This unique model provides you with:

- Hands-on service and support
- Personal relationships
- Creative, customized solutions
- Responsiveness and reliability
- Flexibility and consistency

We have a flat management structure, with just three layers between you and the CEO, making us 'fast on our feet' in delivering solutions that can meet your exact requirements. This lean and nimble structure increases our decision-making speed and gives us an ability to implement customized solutions which far exceed those of our competitors.



www.sekologistics.com

AMERICAS: SEKO Logistics, 1100 Arlington Heights Road, Suite 600, Itasca, IL 60143, USA
Email: hello@sekologistics.com Tel: +1 630 919 4800 US Toll Free 1 800 228 2711

EMEA: SEKO Logistics, Birch House, Fairfield Avenue, Staines-upon-Thames, TW18 4AB, United Kingdom
Email: hello@sekologistics.com Tel: +44 (0)1784 417120

ASPAC: SEKO Logistics, Unit 3007 Skyline Tower, 39 Wang Kwong Road, Kowloon Bay, Kowloon, Hong Kong
Email: hello@sekologistics.com Tel: +852 3195 3195

ANZ: SEKO Logistics, Level 2, 285 Coward St, Mascot NSW 2020, Australia
Email: hello@sekologistics.com Tel: +61 2 9669 4222