

Logistics on the last mile with Rhenus Home Delivery

The Rhenus Home Delivery business line within the Rhenus Group offers its clients from industry and retail comprehensive transport and logistics services for the last mile in Europe. Rhenus Home Delivery is the specialist for the supply of customers in the B2C area.

The trend towards online shopping for furniture, electrical appliances and home accessories has increased significantly in recent years. Shoppers' delivery requirements have also increased: in addition to flexible delivery to the point of use, additional assembly and installation services are an important differentiating factor for retailers. Transparent communication is also a key competitive advantage.

Rhenus Home Delivery has specialised in customer logistics for several decades and offers comprehensive last mile services. These include online appointment scheduling, notification, delivery, assembly, installation and disposal of used appliances and packaging. Large and bulky products such as white and brown goods as well as heavy furniture are delivered to the point of use by trained employees in 2-man handling and can also be assembled and connected on request. Smaller consignments can also be delivered by 1-man handling.

Transparency throughout the entire delivery process

Customers can conveniently book their delivery date electronically in a modern online customer portal, view their estimated two-hour time window the day before delivery and track where their goods are in real time via GPS on the day of delivery. Delivery is also announced by phone in good time before the delivery team arrives.

Along with high-performance IT and seamless shipment tracking, Rhenus Home Delivery is focusing on sustainability. For example, the fleet of vehicles used includes more and more e-trucks and e-cargo bikes. LED illumination and use of

green electricity are part of the company's sustainable building management approach.

Rhenus Home Delivery regularly scrutinises and improves its loading and distribution concepts to avoid carbon emissions and delays caused by traffic congestion. When innovations are tested, significant support is provided by the Innovation Hub, a separate department of the last mile specialist. Furthermore, Rhenus regularly determines the satisfaction of customers and employees using the NPS (Net Promoter Score) in order to further improve its processes.

About Rhenus

With an annual turnover of EUR 8.6 billion, the Rhenus Group is one of the leading global logistics service providers. 39,000 employees at 1,120 locations are committed to developing innovative solutions along the entire supply chain. Whether it be transport, storage, customs clearance or added-value services: the family-managed company bundles its services in various business areas, always with a focus on the needs of the clients.

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