

Rhenus Home Delivery: Logistics Solutions for Final Consumers

Rhenus Home Delivery is the specialist for final customer deliveries in 2-man handling in Germany and various European countries. The B2C market with furniture & accessories has grown disproportionately in recent years and the trend is constantly rising. The addition that furniture and large appliances are transported to the final customer's premises to the place of use is a decisive competitive factor in final customer logistics. Furthermore, additional assembly and erection services represent an important differentiation factor for dealers.

Rhenus Home Delivery has been providing customers from trade and industry with service logistics for 35 years. This includes comprehensive services, which are provided across Germany – informing the customer when to expect the delivery, delivering the goods, installing and assembling them and even disposing of old units or old parts.

Rhenus Home Delivery always uses two members of staff to deliver large and bulky objects like refrigerators or mattresses to the place where they will be used. The trained employees also assemble furniture and washing machines, connect them or assemble complete kitchens.

To ensure that the delivery does not cramp final customers' lifestyle too much, they can select the morning or afternoon for deliveries when ordering the goods. They can find out about precise details of the delivery time on the phone or via the Internet. From 3 p.m. on the day before delivery, the customer can call up the two-hour window scheduled for him online and track his delivery on the day of delivery in real time via GPS online. In cooperation with the individual clients, additional services are developed, such as the possibility of online self-notification for final customers.

The company can provide these services because it has a network of logistics centers that use consistent procedures and quality standards across Germany. It has eleven service centers located between Hamburg and Freiburg, Saarbrücken and Berlin with 85,000 m² of warehouse and handling space. Manufacturers and dealers supply their goods to the Berlin central warehouse or directly to one of the regional stores. Powerful IT systems enable information to be exchanged between the customer, central

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warehouse and regional branches at all the sites. It is possible to track and trace individual consignments at any time.

The software for planning delivery rounds can calculate service times and take into account customer requests and driving and break times. Satellite navigation means that it is possible to see where the vehicles are at any time. Rhenus Home Delivery places great importance on ensuring that all the flows of goods and data are stored in the IT systems so that everything is transparent and can be traced at any time.

The company also has its own quality assurance department. It systematically analyzes the opinions of customers who have received deliveries in order to further optimize internal procedures.

About Rhenus

The Rhenus Group is one of the leading logistics specialists with global business operations and annual turnover amounting to EUR 5.4 billion. 33,500 employees work at 820 business sites and develop innovative solutions along the complete supply chain. Whether providing transport, warehousing, customs clearance or value-added services, the family business pools its operations in various business units where the needs of customers are the major focus at all times.

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