

## WHITE GLOVE DELIVERY SERVICE

### Services Overview

Many manufacturers rely on specialty services to ensure product placement in the retail environment. This often entails scheduling time specific delivery appointments, inside delivery, debris removal, assembly and installation. What HNM realized early on in providing this specialized service is that most companies will hand off to a “final mile” delivery company who provides such services. This “hand-off” often meant a lack of control over the quality of service as well as visibility to the end customer’s level of satisfaction.

### HNM's Approach

As a team dedicated to customer satisfaction throughout the supply chain, HNM worked diligently to develop a network of partners with whom we execute white glove deliveries while still maintaining total control over the process.

- Bills of Lading/Shipping Labels are created by HNM and provided to the shipper.
- Pick-ups are scheduled by HNM based on shipper’s needs and hours of operation.
- HNM’s destination delivery agent is notified of the pending arrival and final delivery requirements.
- An appointment is scheduled by HNM with the final consignee for white glove service.
- HNM tracks the shipment to arrival at the delivery agent’s facility and verifies receipt by the agent.
- HNM advises the agent of delivery date & time and specific requirements of the delivery.
- A satisfaction checklist is provided to the end customer to verify that all aspects of the delivery were handled properly, creating accountability for both HNM and our partners.
- A follow-up phone call is made to the store by HNM to ensure everything is to their satisfaction.
- An e-mail is sent to the shipper to confirm the delivery has been completed and to relay the customers overall experience.

### Results

The result is a more controlled service solution that ensures satisfaction to the end client and has decreased the amount of time field representatives have to spend correcting problems that the shipper is often never made aware of. Overall customer satisfaction requires a disciplined approach and the HNM “hands on” approach to white glove service has resulted in a higher level of satisfaction for our clients.

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We are logistics!

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