



DHL EXPRESS HELPS INTERNATIONAL CHECKOUT – CHECK-IN WITH GLOBAL SUCCESS

“DHL has a great system, not only technology-wise to help us track and trace our packages with ease, but with the internal support that they provide. It’s almost like a second extension of our customer service team.”

Jackson Strobel, Vice President of Sales & Operations, International Checkout

EXCELLENCE. SIMPLY DELIVERED. 

THE BACKGROUND:

International Checkout launched in 2003 as a service to bridge the gap between U.S. retailers and international consumers. The Van Nuys, CA-based company provides consumers around the world the ability to order products from more than 1,500 U.S.-based Internet retailers. Customers pay in their local currency with all Customs duties and taxes included and the items are then shipped directly to their door. For four years running, the company has been featured on the Inc. 5000 list of the fastest growing privately held businesses in the U.S. and in June 2012, International Checkout was named the Regional and Local Exporter of the Year at the U.S. Small Business Administration Awards.

THE CHALLENGE:

The story behind the success of International Checkout was President and C.E.O., Saskia Chiesa's ability to seize an opportunity, put systems and processes into place and expand her idea into other markets. "Our whole business is built on efficient logistics," she says, "And our ability to grow at a breakneck pace has depended entirely on our ability to deliver increasing volumes of orders to an increasing number of markets."

International Checkout needed to partner with a shipping and logistics provider who not only understood their requirements, but would be actively involved in developing new innovations to support their growth strategy, as well.

THE SOLUTION:

DHL Express has helped International Checkout design and implement shipping and logistics solutions to make it easy to do business across borders. The express delivery company provides payment options for International Checkout's customers – in their local currency, with multi-lingual service support, duty/tax processing and door-to-door delivery. Most importantly, DHL Express has provided the consultancy that is so crucial to companies, like International Checkout, that are looking to tap into new markets.

"They assist us on a daily basis with customs clearance on every single package that we supply to them," said Jackson Strobel, Vice President of Sales & Operations for International Checkout. "Their ability to manage customs classifications, duty classifications and help us move product quickly and efficiently is really phenomenal – it's top notch."

THE RESULTS:

By using the international express delivery services from DHL Express, International Checkout is able to provide quick turnaround for the orders they receive from their merchandisers and avoid tying up much-needed cash in inventory. The electronic tracking tools and services provided by DHL Express also allow International Checkout's smaller logistics team to track and report on shipments and process transportation documentation quicker and more accurately.

"DHL knows all the intricacies of shipping internationally and has been a tremendous resource in helping us manage complex regulatory issues," said Chiesa. "This has allowed us to confidently offer services to unexplored markets." She credits DHL Express with playing an instrumental role in her firm's impressive 441% growth over the past 4 years.

