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DSV Road enhances Quote & Book service

DSV Road has added new features to its Quote & Book service, offering customers a full track and trace facility, Proof of Delivery (POD) and the ability to upload documents and print labels.

“We have been very pleased with the response since we launched Quote & Book in October and we continue to develop the product for our customers,” says Chris Malyon, DSV Road’s Director Sales & Marketing.

DSV Road launched the online Quote & Book portal to deliver an instant response to UK customers seeking a spot price. It covers export, import and domestic road shipments, with a price delivered almost instantly.

As well as including real time traceability and PODs, the Quote & Book service now also allows customers to upload documents such as commercial invoices, a packing list and DGNs for dangerous goods, plus print and apply labels which provide barcodes for scanning at all DSV depots all via portal.uk.dsv.com

“We continue to listen to our customers to ensure we deliver exactly what they need,” says Mr Malyon.

New customers just need to follow a short registration process and then fill in details of their shipment to receive their spot price.

An additional advantage is that when the customer decides to make repeat booking requests, details are available for instant recall. This not only speeds up the process still further, it also cuts the potential for error.

“The system is simple-to-navigate and designed to deliver a clear, concise and fast flowing exchange of information between DSV and our customers, so reducing the time they need to book their shipments with us and at a price that is clearly presented to them,” says Mr Malyon.

DSV Quote & Book is smartphone and tablet compatible, offering full functionality for customers needing to access the portal on the move.

Mr Malyon says that customers using the portal to book their shipments will be guaranteed to receive DSV’s best possible spot rates and will also be offered special deals on insurance.

Ends

About DSV

DSV is a global provider of transport and logistics services. Its owned network of offices in more than 75 countries all over the world makes DSV a truly global player. 22,000 DSV employees recorded worldwide annual revenue of Euro 6 billion for 2012. www.dsv.com

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