



Press release

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DSV Road launches on-line Quote & Book portal

DSV Road has launched an online Quote & Book portal to deliver an instant response to UK customers seeking a spot price.

“The portal covers export, import and domestic road shipments and speeds up the spot quote process for our customers,” explains Chris Malyon, Director Sales & Marketing, DSV Road.

After several weeks of successful piloting with customers at three of its sites, DSV Road is now ready to offer Quote & Book to all its customers and potential customers, via portal.uk.dsv.com

“It involves a short registration process for new customers,” says Mr Malyon. “After that they just fill in the details relevant to their shipment and submit it to DSV to receive their spot price.

“This price is delivered almost instantly, allowing our customers to then click to complete their booking details with DSV. The whole process can take as little as two or three minutes.”

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.

In the event that the quote request details fall outside DSV’s ability to offer an instant automatic price, for instance hazardous cargo or part loads, the service is designed to ensure DSV returns a price offer to that customer within a maximum 30 minutes during working hours. Or by 9.30am next working day if submitted outside normal working hours.

In addition, 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.

The spot market makes up an important element of DSV Road's business, as it does for most transport and logistics providers, and the company believes that the simplicity and speed of the Quote & Book portal will help it attract greater volumes in the future.

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About DSV Global Transport and Logistics

DSV is a global supplier of transport and logistics services.

DSV has offices in more than 70 countries all over the world and an international network of partners and agents, which makes DSV a truly global player offering services worldwide. By our professional and advantageous overall solutions, the approx. 22,000 DSV employees recorded worldwide annual revenue of 6 billion euro for 2011.

www.dsv.com

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