



Intelligence Delivered



SEKO HOME DELIVERY

Creating the Future of Logistics

SEKO HOME DELIVERY IS THE MOST **RELIABLE,** **CUSTOMER CENTRIC AND** **COST-EFFECTIVE** OPTION FOR YOUR DELIVERY OF ECOMMERCE ORDERS

"In luxury sales it's about personal relationships with our customers - but with a robust plan for expansion, we also want to have a personal relationship with a partner and carrier that can grow with us. SEKO gives us the accountability that helps us to maintain those customer relationships, as we are only ever a phone call away from knowing what's going on or being able to solve any sort of problem that could arise."

Mason Jones
TruGolf Marketing Director



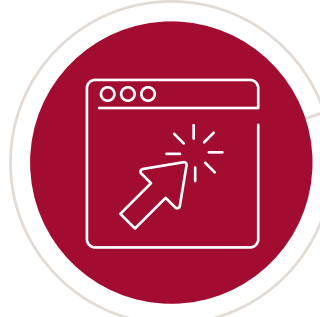
The SEKO Home Delivery Network is your solution to handling eCommerce home deliveries and flexible enough to handle high-value and oversized deliveries. At SEKO Logistics we pride ourselves on providing an exceptional customer experience at the time of delivery. With additional service offerings such as room of choice assembly, debris removal and more, the SEKO team is equipped to meet all your needs.



SEKO HOME DELIVERY IS THE MOST **RELIABLE,** **CUSTOMER CENTRIC AND** **COST-EFFECTIVE** OPTION FOR YOUR DELIVERY OF ECOMMERCE ORDERS

“In luxury sales it’s about personal relationships with our customers - but with a robust plan for expansion, we also want to have a personal relationship with a partner and carrier that can grow with us. SEKO gives us the accountability that helps us to maintain those customer relationships, as we are only ever a phone call away from knowing what’s going on or being able to solve any sort of problem that could arise.”

Mason Jones
TruGolf Marketing Director



Your shipments go where you want, when you want

Because SEKO is a non-asset based transportation and logistics provider, we’re not locked into rigid schedules. Our customer service center is manned 24/7 to ensure that your deliveries are being monitored around the clock, and the ability to track and trace in real-time sets your mind at ease.

Choose from one of our preset service levels or customize a Home Delivery solution to meet your needs.

- **White Glove** – Includes unpacking, delivery to room of choice and debris removal.
- **Room of Choice** – Includes delivery to room of choice with packaging left as is.
- **Threshold** – Includes delivery inside the main entrance of the residence or garage.
- **Standard** – Includes delivery to the first dry area outside the residence.
- **Basic** – Includes notification of delivery. Consumer does not need to schedule a delivery appointment and provide a signature.

Proactive communication reduces customer returns

SEKO’s exclusive Interactive Voice Response System (IVR) generates a telephone call to your customer to inform them their goods have arrived at the SEKO destination station and is available to schedule a delivery appointment.

By contacting customers in a timely fashion, our IVR reduces the window for ‘buyer’s remorse’, thus lowering the number of returns. If the customer is unavailable to answer the phone, important information such as the tracking number, order number and SEKO customer service number is offered to schedule delivery.

Online scheduling provides maximum convenience

Available in most major markets throughout the country, this feature allows consumers to schedule their delivery appointment on-line based on their zip code. Upon arrival at the destination location, a pre-determined appointment window will be decided and consumers will be given multiple options to choose their preferred times.

MySEKO Harmony keeps you “In the Know”

MySEKO Harmony is a Software as a Service (SaaS) solution that provides real-time visibility from vendor sourcing to final delivery. This web-based transportation suite gives you a complete view of your account and your activities - allowing you to book shipments online, track and trace, print bills of lading and shipping labels, view account balances and run customized management reports. This proprietary dashboard is entirely customizable and mobile friendly.

The tracking and tracing features of MySEKO Harmony can be integrated with your eCommerce storefront, embedded, or simply installed via hot links and can be custom designed to include your brand. Constant visibility keeps your customers informed on when their shipment will be delivered.



SEE WHY THE SEKO SOLUTION IS RIGHT FOR YOU

To learn more about our award-winning logistics services, e-mail hello@sekologistics.com



SECURE, RELIABLE DELIVERY TO YOUR CUSTOMERS

We provide a suite of logistics services which enable you to use your supply chain as a competitive differentiator. As a customer centric organization, we are powered by the expertise of our people and our in-house developed, best in class, customizable technology. It is this combination which gives SEKO its strength.

With over 120 offices in 40 countries worldwide, SEKO's unique shareholder management model enables you to benefit from our specific industry sector expertise, coupled with vital in-country knowledge and unparalleled service at the local level. This unique model provides you with:

- Hands-on service and support
- Personal relationships
- Creative, customized solutions
- Responsiveness and reliability
- Flexibility and consistency

We have a flat management structure, with just three layers between you and the CEO, making us 'fast on our feet' in delivering solutions that can meet your exact requirements. This lean and nimble structure increases our decision-making speed and gives us an ability to implement customized solutions which far exceed those of our competitors.

60+ 170+

U.S. Offices

Qualified Agents



CUSTOMER
CENTRIC



INDUSTRY SECTOR
EXPERTISE



CUSTOMIZABLE
TECHNOLOGY SOLUTIONS



GLOBAL PRESENCE,
LOCAL EXCELLENCE



Intelligence Delivered

sekologistics.com

AMERICAS: SEKO Logistics, 1100 Arlington Heights Road, Suite 600, Itasca, IL 60143, USA
Email: hello@sekologistics.com Tel: +1 630 919 4800 US Toll Free 1 800 228 2711

EMEA: SEKO Logistics, Unit 11, Egham Business Park, Egham, TW20 8RJ, United Kingdom
Email: hello@sekologistics.com Tel: +44 (0)1784 417120

ASPAC: SEKO Logistics, Unit 3007 Skyline Tower, 39 Wang Kwong Road, Kowloon Bay, Kowloon, Hong Kong
Email: hello@sekologistics.com Tel: +852 3195 3195

ANZ: SEKO Logistics, 11 Bumborah Point Road, Port Botany, NSW 2036, Australia
Email: hello@sekologistics.com Tel: +61 2 9669 4222