



We know that your
business needs are unique.

WE PUT THE VALUE IN VALUE-ADDED SERVICES.

By leveraging our non-standard offerings, we can help
you simplify your supply chain, gain efficiencies, and give
you a competitive edge.

“Retailers seek new, category specific value-added services [and they] view them as **INCREASINGLY ESSENTIAL** to help attract and retain customers.”

– ARMSTRONG & ASSOCIATES



Market Trends Drive Value-Added Service Expansion

In today’s market the importance of providing a polished customer experience is paramount to wowing and retaining customers. Like most industries, customer expectations drive the way the businesses operate, and the need to expedite the need to develop creative solutions to out-perform competitors.

Value-Added Services (VAS) are one of the many ways that companies can simplify their supply chain, gain efficiencies, and enhance their customer experience.

That’s Where We Come In

As a third-party logistics (3PL) provider, we know that your business has unique needs. Whether you are looking for something straightforward like la-

beling, personalization, assembly, returns management, or kitting—to something unique like onsite wood-crate building or mending clothing—we’ve got you covered.

Throughout our 50 million square feet of warehousing in the Americas, we provide value-added services to over 200 customers.

Our customers tell us that our value-added services are something that set us apart. And like your business needs, we think unique is a good thing.

“3PLs are longstanding providers of a range of value-added services, and are ideally positioning to engage with rapidly scaling companies with specialized requirements.”

– ARMSTRONG & ASSOCIATES

OUR VALUE-ADDED SERVICES

1 Packaging & Display Services

- Kitting and light manufacturing
- Display building
- Label solutions
- Packaging collaboration

2 Life-Cycle Management Services

- Reverse and returns management
- Triage and test
- Repair and refurbish
- Asset disposition

3 Sourcing & Procurement Services

- Sourcing
- Planning
- Procurement
- Vendor management

4 Customer Experience Services

- Quality management
- White-glove service
- Final-mile delivery
- Customization to order

50M+

Kits assembled
Annually

750K+

Custom "Subscription"
Kits per Month

2M+

Retail and Ecommerce
Sales Packs per Month

12M+

De-Kits performed
Annually

Packaging & Display Services

KITTING AND LIGHT MANUFACTURING

Flexible and dynamic solutions supporting every reason to kit.

- » Kit to stock
- » Kit to forecast
- » Kit to order
- » Kit to Kanban
- » Custom kitting
- » Product quality audits

PROMOTIONS AND DISPLAY BUILDING

Extensive work with marketing teams to support even late and last minute launches.

- » Promotional display assemblies
- » Promotional bundles and co-packing
- » Sales launch planning

LABELING AND PACKAGING SOLUTIONS

Ever-evolving capabilities that support technological development.

- » Label configuration
- » Barcode configuration (1d and 2d)
- » Serialization
- » Custom packaging design

DE-KIT AND ASSET RECOVERY

De-kitting supports viable product back into channel or the use of our certified vendors for proper disposal.

- » Reintroduction of child-level SKUs for resale
- » Reclamation of material to support follow-on opportunities
- » 1-to-1 substitutions

CASE STUDY

National Health & Beauty Products Equity Organization

What VAS work we do for them:

- » Inspection of products (FDA regulatory compliance, expiry dates, etc.)
- » Co-packing and repackaging
- » Relabeling
- » Assembly of in-store displays
- » Promotional packaging

Results:

- » 20% reduction in fulfillment costs since implementation
- » 99.97% inventory accuracy of 1500+ SKUs
- » 99.7% on-time shipping
- » Improved compliance with FDA and retailers

"We hired GEODIS to do distribution services for outbound. That was the primary business relationship but they do a lot of other things to support our business like special labeling, packaging if anything need to be reboxed. There are special projects that come up with time to time and the team does a nice job supporting those requests."

– VP OF SUPPLY CHAIN, GLOBAL PERSONAL CARE CORPORATION



“GEODIS has been so **APPROACHABLE**, and the **COLLABORATION** has been outstanding. They’re easy to work with.”

– SR. DIRECTOR OF DISTRIBUTION, A GLOBAL TOY MANUFACTURER AND RETAILER

Lifecycle Management Services

REVERSE AND RETURNS MANAGEMENT

Maximize value of returned product

- » RMA coordination
- » Logistics channel management
- » Warranty assessment

ASSET DISPOSITION

Assess value and route to appropriate next step in reverse channel.

- » Triage and test process
- » Restock, donate, or destroy
- » Warranty claim management
- » Lot and unit brokerage
- » Certified destruction process

TRIAGE AND TEST

Technical competency to perform complicated assessments.

- » Power/battery checks
- » Beyond economical repair (BER) assessment
- » Content and activation check

REPAIR AND REFURBISHMENT

Scalable capability to apply the right repair to the right items.

- » Level 1-4 device repair
- » Data wiping and re-flash
- » Buff/polish/cosmetics
- » Mending/stitching/dry cleaning apparel

150K+
returns processed
annually in the U.S.

GEODIS manages repairs and service parts for top two telecom device OEMs

Ability to **attain certifications to support business lines** in every industry — Telecom, FDA, HAZMAT Goods, etc.

CASE STUDY

National Women’s Apparel, Shoes, and Home Goods Retailer

What VAS work we do for them:

- » All retail store ticketing/labeling for apparel, jewelry and home goods
- » Returns quality inspections
- » Returns refurbishment — mending, steam cleaning, and folding
- » Garment-on-hanger handling and storage

Results:

- » Decreased “return” timeline from 30 days to 2 days
- » Improved customer satisfaction via faster refunds for returns



CASE STUDY

Global Consumer Electronics Company Manufacturer Computers, Tablets, Mobile Phones, and Wearable Devices

What VAS work we do for them:

- » All return merchandize authorization
- » Recruit and hire technicians for device repair, refurbishment
- » Recycling and disposal
- » Dedicated IT team to exclusively support client and monitor WMS

Results:

- » 99.75% inventory accuracy
- » 100% IT system up-time
- » 99.98% compliance with four hour dock-to-stock requirements

Sourcing & Procurement Services

\$50M
Managed in spend on customers behalf Annually

5,000+
SKU's managed through establish Vendor Managed Inventory (VMI) channels

100+
planners meeting weekly with their respective customers to establish plans.

SOURCING
Managing portfolio of over 2000 vendors

- » Identifying commodity markets for material requirements
- » Establishing economically viable vendors
- » Strategic Vendor Management

PLANNING
Established CPFR methodologies with 80+ clients

- » Collaborative Planning and Forecasting
- » Analytics and Trend feedback for continuous improvement
- » Utilization and Capacity planning and management

PROCUREMENT
Ability to give you scalable buying power

- » Conventional Spend Management
- » Implementation of Specialized Procurement Strategies
- » Cradle to Grave Purchase Order Management

VENDOR MANAGEMENT
Partnerships exist with niche vendors providing services that are not tenable for larger enterprises

- » Manage extended network of Sub-Contractors
- » Developed portfolio of capabilities beyond the normal 3PL model

CASE STUDY

Global Construction Equipment and Spare Parts Manufacturer

What VAS work we do for them:

- » Hiring of contractors (including expert carpenters) to build custom wood crates for big and bulky products and spare parts

Results:

- » Decrease outbound shipping costs due to expensive, hard-to-acquire packaging
- » Decrease in damages to products in shipments



Customer Experience Services

QUALITY MANAGEMENT

Managed portfolio of 1000s of vendors

- » New product introduction
- » First article inspection
- » First order inspection
- » IQL standardization
- » Continuous improvement
- » Lot and SKU audits

WHITE-GLOVE SERVICE

Active statuses “pushed” to customer

- » Shipping visibility and proactive tracking
- » Issue resolution and customer service
- » Thank you and quality notes

FINAL-MILE DELIVERY

Solutions developed to exceed customer expectations

- » Unique delivery requirements
- » Delayed delivery models
- » Coordination with 3rd parties (Installers, technicians, etc.)

CUSTOMIZATION TO ORDER

Many capabilities available within GEODIS and partnerships exist with niche vendors providing services

- » Product manipulation
- » Content and literature management
- » Customized order capabilities (logos, names, co-branding etc.)

5M+

“Units” Inspected/Audited Annually—**Quality Control**

2500+

Process Audits Annually—**Quality Assurance**

19.9M

Unique destinations Annually

37K+

Custom Orders Annually



“GEODIS has been a great partner. Their willingness to help **EXCEEDS OUR EXPECTATIONS.** They are always willing to go above and beyond.”

– MULTINATIONAL AMERICAN FOOD CORPORATION SPECIALIZING IN B2B DISTRIBUTION

CASE STUDY

Manufacturer/Retailer Of Outdoor Lifestyle Products Such As High-End Coolers, Vacuum-Insulated Drinkware, and Gear Bags

What VAS work we do for them:

- » Hazmat-compliant, YC stripping of labels on cobranded overstock items
- » Introduction of new parts:
 - » Replaced drinkware with new version lids on current inventory (~6 million units)
 - » Received parts for cooler “drain” then assembled, packaged, UPC labeled
- » Assembly of rework/replacement kits

Results:

- » Decrease outbound shipping costs due to expensive, hard-to-acquire packaging
- » Decrease in damages to products in shipments



Let us help you uncover more
value in your supply chain.

About GEODIS

GEODIS is a top-rated, global supply chain operator recognized for our passion and commitment to helping clients overcome their logistical constraints. Our growth-focused offerings coupled with our historical success have led to widespread recognition including being ranked #7 worldwide, #4 in Europe, and as a Leader in Gartner's 2018 Magic Quadrant of Worldwide 3PLs. While we have the muscles of a global provider, we maintain the service-level of a local provider.

Our presence and recognition in the U.S. continues to strengthen, largely due to the acquisition of Ozburn-Hessey Logistics (OHL) in 2015. Within our 19 campuses (or cluster of warehouses) we have over 137 facilities, spanning over 43 million square feet of warehousing space, and over 13,000 employees.

[More about GEODIS](#)