



## CASE STUDY

# Retail/White Glove

## *From Consolidations to White Glove Delivery*



## OPPORTUNITY

A mannequin manufacturer needed a solution for its products which required consolidation at origin, ocean and air freight, palletizing, drop shipping, customs clearance, local pickup, delivery and install at multiple locations, and garbage removal for its shipments from China to the U.S. The manufacturer has various locations to distribute the end products to, some which required delivery crews to deliver, install and remove packaging as a customized last-mile solution.

## EXECUTION

To execute the all-in solution, Masterpiece utilized its APAC region General Manager to facilitate the multi-vendor consolidation services at origin. After the items were containerized and sent to the port, they were shipped via ocean freight to a singular port in the United States and broken down for distribution and delivery to multiple final destinations. Masterpiece's sister company, TrumpCard, handled the local deliveries including on-site unpacking, installation, and debris removal. In addition, the manufacturer needed to expedite ship a master model from New York back to the factory in China to make a mold for a new design.

### THE PROJECT ALSO INCLUDED THE FOLLOWING SERVICES:

- **Consolidations** Multiple vendor consolidations help reduce shipping costs for elaborate supply chains. Masterpiece's international teams can assist with coordinating on foreign side.
- **White Glove Delivery** The last link in the supply chain is getting your merchandise to its final destination. TrumpCard provides expert teams to deliver, install, and remove any debris in sensitive environments. Learn more about TrumpCard: [www.Trumpcardinc.com](http://www.Trumpcardinc.com).
- **Re-palletize** Customized solutions at origin and destination, the ability to re-palletize in stack-ready, shelf-ready, and garment-on-hanger.

*The Masterpiece retail teams and TrumpCard white glove delivery teams work together seamlessly to provide customized SOPs for retail and other high-touch supply chains.*