



Consumer Retail: Residential Delivery

Delight residential delivery customers with world-class shipment experiences

Boost brand loyalty with industry-leading home delivery, featuring customizable service levels, premium delivery windows, and available white glove services, including in-room delivery, equipment removal and more.

Deep industry experience

- Reliable, expansive delivery network
- Convenient scheduling options
- Expertise across commodities (exercise equipment, window treatments, and more)
- Two-man U.K. home delivery with 98% of country accessible for next-day service

Seamless customer communication

- Basic – outside ground floor entrance
- Threshold – across first threshold
- Room of Choice – includes one flight of stairs
- White Glove – room of choice with unpacking, minor assembly, and debris removal

Customizable delivery options

- Automated shipment status emails
- IntelleCall automated phone updates
- Custom-scripted phone campaigns
- Online appointment scheduling with click-to-chat option

Global logistics solutions

- Expedited, consolidated solutions across all transport modes
- Merge-in-transit, cross-dock available
- In-house truckload brokerage
- On-demand warehousing worldwide
- U.S. Transportation Security Administration-certified cargo screening facilities

Added, AIT-only value

- Inventory management
- Reverse logistics expertise
- Standard operating procedure development, management

Free, online business intelligence portal

- Total supply chain visibility with real-time status tracking
- Digital document exchange
- Custom reports and export data

Global customs expertise, services

- Incoterms expertise for enhanced risk mitigation
- In-house, U.S. customs brokerage
- Section 321 duty-free U.S. import clearance
- Automated broker interface
- Carnet issuances, validations and cancellations
- Bonded warehousing
- Temporary Importation under Bond (TIB)
- 10+2 Importer Security (ISF)
- Remote Location Filing (RLF)