

**DEIMA**  
SRL



**CUSTOMISED**  
LOGISTICS  
and  
SHIPMENTS

**DIMEX DIMLOG**

**Deima Srl** was founded in 2006 to meet the precise logistics and shipping needs of the market, combining technological innovation with the competence and focus of its staff, to provide a service designed and tailored to client needs.

**Deima's** goal is to act as a one-stop shop for the company in the logistics and shipping field: a synergistic relationship that optimises resources, improves timing, facilitates communication and reduces costs.

## **BRINGING THE PRODUCT CLOSER TO THE CUSTOMER**

In the present day, e-commerce is the sales channel with the greatest growth potential. In fact, in recent years it has established itself as a real must for every business. Customers, both B2B and B2C, are exposed to an infinite variety of products and offers and their choices are based not only on the quality and price of the product but also on the speed and reliability of the delivery service, which actually becomes an essential discriminant for the commercial success of the company.

E-commerce customers want a convenient, fast, traceable, advanced and reliable delivery service. This is why Deima has developed, thanks to its great competence and innovative capacity, a logistics and shipping service specially designed to respond perfectly to the multiple and different needs of its clients who sell online, starting from micro-enterprises up to big market players with large daily sales volumes.

### **MAXIMUM SPEED**

- Immediate order acquisition thanks to the possibility of integration with the Dimlog IT platform
- Speed of preparation and shipment of orders, also thanks to the help of VERTIMAG Automatic Warehouses with high Picking flow
- Stocks inventories in real time

### **MAXIMUM RELIABILITY**

- Storage of your products in a clean and safe environment, also thanks to the use of VERTIMAG Automatic Warehouses
- Use of UdM Barcodes with univocal codes
- Attachment of the Verification Seal to products, useful in case of returns under the right of withdrawal, to check that products have not been used before they are returned
- Returns Management, from the return request to return to the warehouse, quality control and reallocation of the product with real-time updating of warehouse stocks

### **CUSTOMER SERVICE**

- Customised packaging
- Total tracking of shipments
- Personalised post-shipment assistance
- Delivery by appointment
- 2 delivery attempts (particularly useful for minimising stocks in the case of shipments to private individuals)
- Management of cash on delivery payments
- Proof of Delivery (POD)

### **SPECIAL CARE**

- We treat your packages as if they are gifts!



A large, vertical hourglass is positioned on the right side of the page. The top bulb is partially filled with white sand, and a stream of sand is falling through the narrow neck into the bottom bulb. The hourglass is made of clear glass, and the sand is a fine, white powder. The background is a plain, light color.

## **TIME:** **YOUR MOST PRECIOUS ASSET**

We know that, in an increasingly globalised market, with an ever more hectic pace and increasingly complex needs, there is a resource that represents enormous wealth for companies, which is increasingly diminishing: **TIME**.

Deima's innovative procedures have been designed and optimised precisely to ensure total efficiency of the workflow, which translates into minimising the use of time and resources by the client.

## **WE TAKE RESPONSIBILITY**

Technology provides multiple solutions to let clients perform most of the functions related to logistics: tracking shipments, unblocking stocks, etc.

Deima instead acts in a totally different manner: we directly keep everything under control on a daily basis and we intervene promptly to solve every type of need and problem, without forcing the client to make an additional effort.

For Deima, the certainty of a job done to perfection. For the Client, a considerable saving of time and resources.

## **WE PUT OURSELVES ON THE FRONT LINE**

More and more in the logistics market, the tendency to automate assistance services is growing, through toll-free numbers, automatic responders and chatbots.

Also in this case, Deima operates in a diametrically opposite way, providing a totally personalised direct assistance service.

Each client has an assigned manager, with a name and surname, who ensures continuity and efficiency by following every type of need and problem.

For Deima, the certainty of a job carried out with competence and reactivity. For the Client, the guarantee of having a direct line always available for any need.

# DIMEX

## AT THE SPEED OF YOUR NEEDS

**DIMEX** is Deima's Express Shipping Service: from envelopes to pallets in 24 hours in Italy and between 24 and 72 hours abroad, depending on the destination.

**DIMEX** is a service that is at the top of its class, with absolutely excellent percentages of on-time delivery. A result achieved thanks to the quality of the processes and the use of advanced technologies by **DEIMA**, including:

- Optical reading barcode
- Satellite system for detecting the position and surveillance of vehicles
- Accurate control procedures at the places of departure, transit and destination

# DIMLOG

## YOUR LOGISTICS UNDER CONTROL

**DIMLOG** is Deima's Logistics Management Service, which deals with the entire product handling management cycle: warehousing, receipt and composition of orders, management of shipments and payments.

**DIMLOG** is the ideal solution for companies that want to be sure of having everything under control, thanks to the advanced technology that Deima makes available:

- Automated warehouses
- Online platform for receiving orders
- Online platform for tracking shipments
- Stocks inventory in real time
- Continuous and personalised assistance

**DEIMA**  
SRL

**Proud Logistics Partner of**

PRIVALIA | VEEPEE | DIANA CORP |  
MONCLICK | MARKETPLACE | and many  
more ...

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