



# DHL EXPRESS KEEPS LUGGAGE FORWARD® ON THE MOVE

“ Our international clients travel with the peace of mind knowing that their luggage is handled by an international specialist like DHL Express. ”

*Zeke Adkins, Co-Founder, Luggage Forward*

## THE BACKGROUND:

Founded in 2004 and headquartered in Boston, Massachusetts, Luggage Forward is transforming today's travel experience for those who demand the utmost in convenience and unparalleled reliability. By pioneering a straightforward process of door-to-door baggage delivery for travelers within the U.S. and internationally, Luggage Forward helps travelers experience a faster, more relaxing alternative to carrying and checking bags.

## THE CHALLENGE:

After two years of sending luggage domestically within the U.S., Luggage Forward sought to begin shipping luggage abroad for international travelers. New capabilities were required to develop a predictable, reliable and cost-effective process for shipping personal effects internationally. Luggage Forward needed a provider with experience shipping between a wide variety of country combinations.

## THE SOLUTION:

DHL Express enables Luggage Forward to send luggage directly to more than 220 countries and territories, including a traveler's hotel, golf courses, vacation homes and even a cruise ship's port of call. Luggage Forward completes all required country-specific shipping and Customs documentation on behalf of their clients. DHL Express team members – all of whom are extensively trained on Customs regulations and international shipping complexities – expedite the luggage shipments through Customs and greatly reduce any potential delays or issues.

## THE RESULTS:

Since choosing DHL Express as their partner, Luggage Forward has become recognized as the premier global luggage forwarding service. International bookings now make up more than 50% of Luggage Forward's business. Relying on the ever-growing network of DHL Express allows the company to be confident that service will continue to be predictable, reliable and cost effective, even as their shipping volume continues to grow. On average, DHL Express handles the transportation for more than 90% of the inbound U.S. luggage shipments booked by Luggage Forward customers. The company also relies on DHL Express for a majority of their service to and from hundreds of international destinations.

"DHL has helped Luggage Forward set the standard in global door-to-door luggage delivery," says Luggage Forward Co-Founder, Zeke Adkins. "Since forming the relationship with DHL in 2006, Luggage Forward has fulfilled bookings all over the globe"

