

# SUPPLEMENTING TEMPERATURE-SENSITIVE CARGO FOR JD.COM

## CHALLENGE

JD.com, one of China's leading B2C e-commerce giants, has seen exponential growth in its Australian export business—particularly in health supplements like vitamins. To support this surge in volume, the company needed to stabilise and streamline operations by:

1. Securing space and equipment allocations from shipping lines.
2. Ensuring timely and reliable delivery aligned with dynamic sales forecasts.
3. Reducing the complexity of coordinating with destination teams to enable smooth, end-to-end operations.

## SOLUTION

By leveraging DP World's global logistics network, JD.com gained access to a comprehensive export solution that included:

1. **Guaranteed ocean freight capacity** through exclusive space and preferential rates.
2. **Priority access to refrigerated containers (reefers)** via DP World Reefer World.
3. **Destination expertise and local market knowledge**, enabling tailored services across the Chinese market.
4. **Consistent operational support**, including rate and cargo reporting, with extended visibility over high-value shipments—even beyond the terminal.

**" DP World provided exceptional white glove service for our logistics needs from Australia to China. From solution management to the (almost) real-time reports provided, we have utmost trust in DP World as our logistics partner to help us overcome the many frequent challenges when they arise, no matter where it is in the world! "**

Ethan Ju, Country Manager, JD Logistics AU

## RESULTS

# 50%

### INCREASE IN PRODUCTIVITY

Supported by real-time tracking, enhanced communication and rapid issue resolution

# TIER 1

### SPACE AND SHIPMENT RATES

Ensuring on-time and successful deliveries

## OUR CAPABILITIES USED



Australia's Reefer World



Destination expertise in China