

Delivering Excellence

# How **Saks**, the premier luxury ecommerce company, **grew their partnership +300%** with Veho

“We believe Veho has the future of the delivery experience figured out, being able to work with the customer via text and ensure everything about the delivery is to our customers’ satisfaction.”

- Bill Seward, Saks, Director Transportation & Logistics

## + The Challenge

In 2022, Saks sought to diversify its delivery network with shipping partners that could provide an exceptional customer shipping experience.

## The Solution<sup>++</sup>

Saks partnered with Veho, recognizing their competitive rates, industry-leading on-time delivery performance, and commitment to outstanding customer service.



Want to know more? Let's talk.

[bestdeliveries@shipveho.com](mailto:bestdeliveries@shipveho.com)

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How Saks, the premier luxury ecommerce company, grew their partnership +300% with Veho

Expanded to  
**25 markets**  
within 6 months



## Saks & Veho Growth

Saks launched with Veho in eight markets in October 2022 and swiftly expanded to 22 within six months due to the success of the partnership, eventually reaching over 25 markets by 2023.

## The Results



### On-Time Delivery Performance

Saks consistently achieved an on-time delivery (OTD) rate every month, across every market served, for orders shipped through Veho.



### Industry-Defining Customer Satisfaction

According to Veho customer survey data, Saks maintains its high customer service standards with a 4/5 customer satisfaction (CSAT) score for customers receiving orders shipped through Veho.

**300%+**

growth in market coverage



Encouraged by the success of the partnership, Saks expanded its collaboration with Veho to more than triple its market delivery presence.

<sup>1</sup> OTD performance based on data in 2023 calendar year



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