

# THE WINNING EDGE

## Driving Success for JDL Group: A Strategic Q&A on Shipment Excellence and Future Partnership



**Q: JDL China is a leader in logistics and e-commerce, known for its dynamism and high standards. From your perspective, what do you think are the top one or two most critical factors in building our successful and trusted partnership with JDL?**

A: JD Logistics has been expanding globally, establishing operations across Southeast Asia, Europe, and North America to strengthen its international supply chain and provide comprehensive logistics solutions. With ongoing fluctuations in Sino-US trade, Southeast Asia has become a key market, prompting JDL to seek competitive logistics partners in the region. As a leading Southeast Asia-based logistics provider, DWG can offer JDL stable, unified, and efficient services that enhance customer experience and minimize risks. Furthermore, DWG's strong regional presence aligns with JDL's growing demand for logistics services connecting Southeast Asia, China, and other global markets.

**Q: Can you share a specific example of a complex logistical challenge or a tight deadline we helped JDL navigate? What was the situation, and how did our team's collaboration and expertise ensure a successful outcome?**

A: As the first DWG branch to serve JDL locally, DWVN has developed comprehensive plans to handle unexpected situations and complex carrier and warehouse requirements. Their support included early booking releases, repackaging damaged shipments, and extending cut-off times to meet vessel schedules. Through consistent, high-quality import and export logistics services, DWVN has earned JDL's strong trust and satisfaction. This success has also helped DWG gain wider recognition and selection as an official vendor across more JDL departments.

**Q: Working with a major Chinese client like JDL involves a unique business culture. What is one key insight you've learned about ensuring smooth and effective communication and collaboration with them, and how has that benefited the partnership?**

A: Since JD's business mainly involves Door-to-Door services, it requires comprehensive and professional support across the entire logistics chain. This raises the need for strong expertise and communication among Dextrans colleagues. Therefore, accurate and timely communication between Dextrans offices (POL & POD) and with JDL is crucial. By deeply understanding customer needs and anticipating potential issues, Dextrans can offer proactive advice and prevent operational errors effectively.

**Q: Looking ahead, what excites you most about the future of our partnership with JDL? What new opportunities or goals is the team focused on for the next quarter or year?**

A: Backed by JD.com's strong presence in China's e-commerce sector, JDL has been rapidly expanding its global supply chain network, particularly in Southeast Asia. As JDL's official service provider, DWG leverages over 20 years of regional experience with mature teams and deep expertise in customs and local operations. To further support JDL, DWG aims to continuously enhance service quality, strengthen its network, and build team capabilities. Ultimately, DWG strives to become Southeast Asia's leading third-party logistics provider, serving more international clients and partners.

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## Vietnam: Sustaining Momentum on a Major Offshore Project

July 2025 was a month of dynamic activity across the Dextrans network, with multiple offices successfully executing a series of complex Out-of-Gauge (ODG) and project cargo shipments. These operations, a mix of ongoing initiatives and new project awards, underscore our growing capability in managing intricate logistics chains from start to finish.

Dextrans Vietnam continues to provide critical support for a key off-shoring manufacturing facility in Haiphong. In July, the team expertly managed the sixth breakbulk shipment since May, delivering five packages of water treatment equipment (**total volume: 460 cbm / 43,000 kgs**) to the final destination in Thanh Hoa. The standout item was a massive boiler, measuring **15m (L) x 2.8m (W) x 3.5m (H) and weighing 21,000 kgs**, showcasing our capacity to handle significant dimensional challenges.

## Philippines: A Strategic Partnership in Defense Logistics

We are proud to announce a new, strategic project nomination from our US client, entrusted to Dextrans Philippines. The first in a series of planned shipments, this operation involved the secure delivery of defense equipment consigned to the US Embassy. The cargo, transported in a 40-foot flat rack container (**6m L x 2.43m W x 2.59m H / 5,443 kgs**), was discharged at Manila Port, with our team ensuring its safe and timely transit over 106 km to Basa Airbase in Pampanga.



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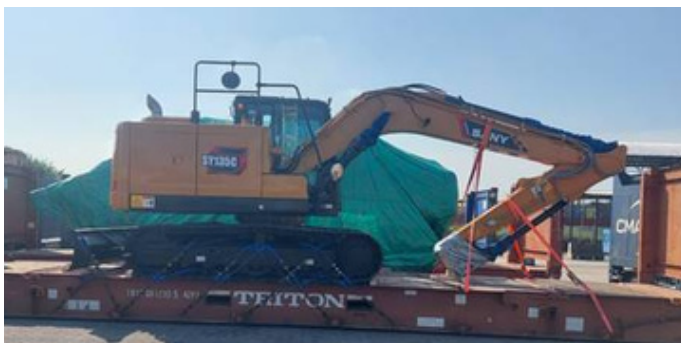


## Indonesia: Demonstrating Versatility with Multi-Faceted Operations

Dextrans Indonesia showcased its logistical versatility by managing three simultaneous, high-value shipments:

### Import Excellence

Successfully cleared customs and delivered two oversized sheet cold rolling machines (12.5m L x 3m W x 3.5m H) from Shanghai to a final destination in Subang, West Java, on a DDU basis.



### Export Capability

Secured and executed an export shipment for a local customer, transporting two excavators via a 40-foot flat rack (**11.6m L x 2.9m W x 3.2m H**) from Jakarta to Savannah, USA.



### Cross Border Coordination

Managed an ex-works shipment for our client in China, coordinating the movement of four tank trailers (**each 11.6m L x 2.9m W x 4.2m H**) on four 40-foot flat racks from Jakarta to the port of Tianjin.