

Testimonials

My name is Adam Berkman and I am the Chief Operating Officer of Adrianna Papell, LLC.

Our firm has been doing business with Dynamic International and their subsidiaries since 1995 and we have been extremely satisfied with their performance and the way we have been served. This is not a testimonial to what we have come to expect; but the way they handled the unexpected for us and the net result.

It began on a Tuesday, 10-16-07. We had a 900 unit order that sourced out of China. The order was cancellable the following Monday and had to deliver on or before that date. Moreover, our client, a better department store, told us that they could not extend the order one day.

If the 900 units were in the Dynamic warehouse it would only require a simple special delivery…..no problem. However our merchandise was in the manufacturer’s warehouse in China….. a much larger problem.

I called Dynamic’s Vice President of Distribution, Andrew Rotondi. He in turn contacted their Operations Manager at Dynamic Worldwide Logistics in China. The goods were planned for a Sunday flight. In order to avoid cancellation, the merchandise had to leave China on Saturday. On extremely short notice, Dynamic booked space on the Saturday flight and arranged for an evening pickup from the factory on Friday. The merchandise was loaded and flown to the United States on Saturday. There was no time to ticket the goods in China, so Dynamic pre-made them awaiting the arrival of the garments.

After the shipment cleared customs on Sunday, trucks picked up the merchandise at the airport on Sunday and at 6:00 AM Monday morning the goods were unloaded, picked, checked, ticketed and re-packed. The order was out the door and delivered to Nordstrom before noon.

There is an issue of price sensitivity with our customer. Dynamic, aware of this fact, accommodated us at no additional cost for special handling or overtime other than Sunday trucking. Not only did this action save the 900 units ordered from us but as an added bonus, a significant sell through has led to additional orders.

Without the cooperation of Dynamic and their logistics infrastructure and apparel expertise and their completely integrated supply chain solution, none of this would have happened. I’m not in the habit of delivering testimonials for company vendors, but in this case I would be remiss if I did not acknowledge their extraordinary efforts and fantastic results.