



# > 90% GROWTH

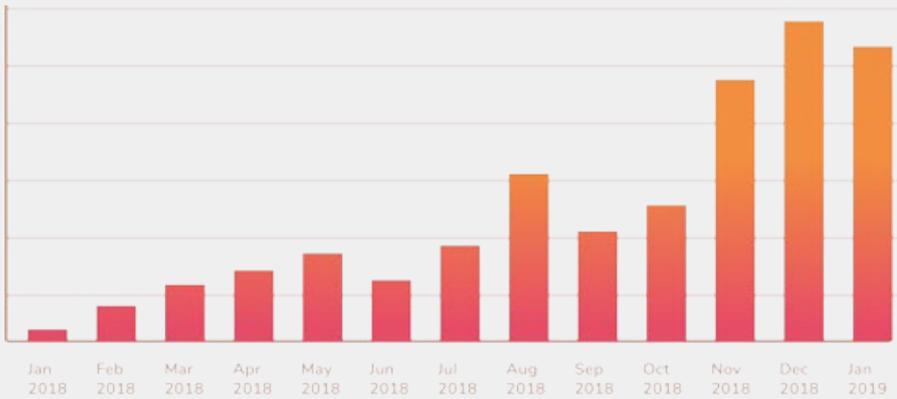
## BY RENTADELLA SINCE THEY STARTED IN 2018. HOW?

Pickupp met Ming Bridges while she was preparing to launch Rentadella in December 2017. Pickupp has been supporting the business with their delivery services ever since. As the new owner of a fashion rental subscription service, Ming Bridges needed to select a delivery partner that could help to grow her business. Her priority was to select a partner that could provide the following:

1. Flexible, On-Demand Delivery Services
2. Streamlined and Dedicated Customer Service Support

**Learn more about the  
partnership and Rentadella's  
success.**

# GROWTH CHART



**100%**  
4-HOUR DELIVERY  
TURNAROUND TIME

**90%** GROWTH IN  
DELIVERIES

## ABOUT THE COMPANY

Rentadella is a fashion rental platform that allows you to borrow all kinds of designer dresses at a fraction of the cost. It's the brainchild of Singapore-based singer-songwriter Ming Bridges.

“ It's been amazing being able to deliver to customers within 4 hours. We're able to have an edge by being able to deliver emergency orders and also arrange pickups and change destinations on the day itself. Our customers love the flexibility of the service.

**Ming Bridges**  
**Founder of Rentadella**

“ Pickup messages my customers and provides the contact details of the delivery agent when they're on the way which is a great touch so if anything, my customers can get in touch with the delivery agent.

**Ming Bridges**  
**Founder of Rentadella**

## 1. FLEXIBLE, ON DEMAND, SAME DAY DELIVERIES

As a fashion rental service, Rentadella needed a flexible courier service that could support her customers with speedy delivery services, pickups and returns at any time of the day, as well as accommodate to any last minute changes they had.

She did not want their busy schedules to be a deterrent from using Rentadella's services. Convenience was key.

## 2. STREAMLINED CUSTOMER SERVICE

Rentadella prides themselves on the ability to provide a disruptive fashion rental experience. Providing excellent customer service was thus crucial to positioning the company as more than just a rental dress business, but a service that satisfies and meets the needs of its customers.

With deliveries being a customer's first physical touchpoint with the brand, good customer service support was necessary. As her business grew, Rentadella also had to be mindful of her ability to manage the various customer queries that she received on a regular basis. By outsourcing her deliveries to a delivery provider that provides good customer service support, she was able to streamline the queries that came in.

# ARE YOU LOOKING FOR A LOGISTICS PARTNER FOR YOUR BUSINESS? SPEAK TO US TODAY!



## Diverse Delivery Options

Integrated and flexible fulfilment solutions. On-demand, same-day, next-day, 2-3 days delivery options



## Transparency

No hidden cost



## Competitive Prices

Cost-effective prices tailored to meet your specific delivery needs



## Cash on Delivery

Pickupp collects and credits to your account in 10 days upon confirmation



## API Integration

Automated logistics processes for seamless, timely, predictable and accurate order fulfillment



## SMS Notification

Your recipient will be notified with the delivery agent's contact when the parcel is on its way



## Live GPS Tracking

Never lose your delivery item again



## Insured

Up to \$200 per order



## Dedicated Client Support

Dedicated account managers to assist you with your queries. Customer service support to offload all delivery-related queries



## Dashboard Tracking

Track the status of every order you've ever made with us



## Reliability

Trusted by more than 16,000 merchants across various industries



## Proof of Delivery

Once the item has been delivered, a digital proof of delivery will be uploaded on our system immediately!