



*This is not a
package, it's a
patient!*

UPS and RLM: When deliveries can't wait

What began in the Dominican Republic in 1996 as the local distribution of medical products to family and friends has become a successful family business. RLM, Suministros Médicos, SRL was born out of necessity. This family of doctors needed medicines and supplies that they couldn't find in the country. The company owner and dermatologist, Dr. Raquel Espailat, traveled to other countries to look for the products that were needed not only for her family's use, but also for other surgeons. That is how the business began, and they started integrating other products for use by plastic surgeons and dermatologists and in 1999, they formally began as a business.

RLM has clients specializing in plastic surgery, dermatology, aesthetics, as well as ophthalmology, dentistry, gynecology and general surgeries. They now import a variety of products, from prosthetics, to postoperative equipment from Colombia, France and Mexico to the Dominican Republic.

Carmen Espailat, RLM general manager, works hand in hand with her mother Raquel in this business and believes in having products of excellent quality, as well as offering their customers personalized attention.

"In our business, I wouldn't want to offer our customers any products that my mom, or my daughter, or I would not use. And we want to grow as a business," Carmen said. Over the years, they've done just that.



"UPS offered us a customer service that is one of the things that we value in our own company; for me it was basic. That's a priority," Carmen said. "They have given us options that have benefited us as a company and that is very important."

Carmen Espailat, General Manager of RLM, Suministros Médicos, SRL.

Pictured (left): Dr. Raquel Espailat and her daughter Carmen



RLM, Suministros Médicos, SRL have managed to represent several products, and introduce four different product lines. Many of these products are used for scheduled surgeries, so it was of the utmost importance to find a reliable logistics company. In the past, they had problems with time in transit, and with boxes being lost by other carriers. They wanted to be able to use a transportation company that would provide them with speed, quality service and security. In 2015 they found just that with UPS.

At UPS, they found reliability and peace of mind. *"UPS offered us a customer service that is one of the things that we value in our own company; for me it was basic. That's a priority," Carmen said. "They have given us options that have benefited us as a company and that is very important."*

For large, delicate and urgent cargo shipments, UPS was able to help RLM, Suministros Médicos, SRL by offering the [UPS Worldwide Express Freight™](#) service, where the customer can import palletized shipments with more than 150 pounds from France and Mexico, to the Dominican Republic in typically three working days from France, and two working days from Mexico.

For small shipments from Colombia, that did not require urgent arrival times, RLM takes advantage of [UPS Worldwide Expedited™](#) service, with deliveries from three to seven business days depending on the origin and destination.

One of the value added services offered by UPS to RLM is that the company uses a cargo service with the benefits of a small package service that includes shipping multiple boxes on a pallet. They receive a single invoice for their small package and cargo shipments, and the transit time is the same as the small package services, which is beneficial for the sensitive cargo handled by RLM.

Their deliveries are also door-to-door and customer service is provided by one account executive, making communication easier and freeing up time to focus on other activities that are more important to the business.

To help efficiently manage the business and to save them time, technology tools such as [UPS Quantum View® Manage](#) were implemented to help with visibility and detailed tracking of palletized cargo shipments as well as small package shipments. All of the imports are processed with [UPS Import Control®](#). With this functionality that is available on UPS shipping systems, RLM takes control of import shipments charged to their account, and ensures that they are delivered to the correct destination and with the service of their choice. RLM provides the shipping labels to their suppliers so that they can monitor the progress of all shipments, and no deposits or letter of guarantee are required from the supplier to schedule pickups.

With UPS, RLM added speed to its day-to-day operations, processing cargo and parcel shipments in a single system with [UPS Worldship®](#). This tool allows the company to create import, export, commercial invoices and process shipments easily. All while having the advantage of using a single logistics provider.

Thanks to UPS, this small business now has the peace of mind and assurance that their products arrive safely and on time with the UPS Worldwide Express Freight service, which is designed to meet the specific needs of customers in industries such as healthcare, technology and manufacturing. RLM, Suministros Médicos, SRL hopes to be able to further expand in the future and continue to grow with an ally with a broad portfolio of logistics solutions such as UPS.