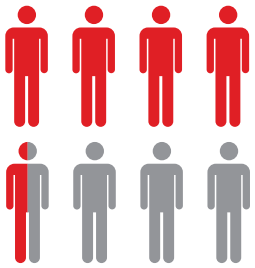


How Retailers Can Build Their Supply Chains to Gain an Unfair Share of the Growing E-Commerce Market

01. Surcharges and rate increases are making shipping more expensive

Shipping rates are rising faster than they have in a decade.



64%

of top online retailers have received an off-schedule price increase



Magnitude of Off-Schedule Price Increases



02.

Retailers are facing major capacity limits

The result? An unprecedented capacity crunch with hundreds of millions of packages now being capped annually.



34%

of retailers currently have their shipping capacity capped

2 out of 3

of those have between 10% to 49% of total volume not being shipped

Excess Volume Not Being Shipped Due to Capacity Caps



03.

Retailers have already implemented BOPIS and click and collect

87%

of retailers already offer BOPIS

85%

already offer ship-from-store



Faster delivery has become the new free shipping

Offering faster shipping options is retailers' top strategy to stay ahead of the competition.

73%

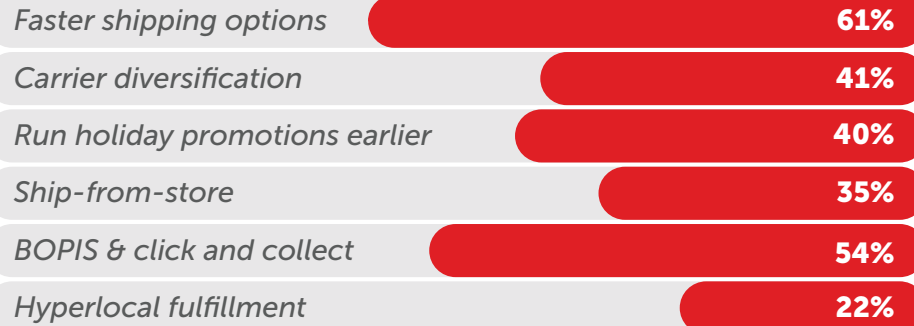
of consumers chose retailers who offered next-day delivery



64%

said slow shipping would make them switch retailers

Top Strategies to Stay Ahead of Competitors



05.

Retailers are allocating more volume to regional carriers

57%

of major online retailers plan to shift more volume to regional carriers

52%

of those are planning to send between 25% and 49% of their volume to regional carriers



Our Recommendations

01. Leverage faster delivery to acquire customers and meet their expectations

78%

of consumers surveyed would be willing to sign up for a loyalty program if it meant faster deliveries

80%

of consumers chose one retailer over another because they offered **next-day delivery**

65%

of consumers chose one retailer over another because they offered **same-day delivery**

73%

of consumers made a purchase because **next-day delivery** was available

62%

of consumers made a purchase because **same-day delivery** was available



02. BOPIS is creating a new set of operations and logistics challenges

It's a direct result of retailers not having free and fast delivery options built into their supply chains.

39%

of retailers still view capacity constraints as a top challenge

64%

of consumers use BOPIS primarily to avoid paying shipping fees

Consumer Delivery Destination Preferences

89%

Home delivery

11%

In-store & curbside pickup

Top BOPIS Concerns

57%

Meeting consumer expectations of store availability

56%

Strained store capacity due to demand for BOPIS/curbside pickup

46%

Struggle to keep up with volume

40%

Operational and staff challenges to fulfill BOPIS

03. Diversify your carrier mix

With the majority of retailers planning to shift more volume to regional carriers, those that don't do the same are at a competitive disadvantage.

Benefits of Adding Regionals



Mitigate volume caps that cause delays



Build flexibility and optionality within your supply chain



Avoid surcharges from national carriers

Compared to national carriers, regional carriers

- ✓ Have greater capacity
- ✓ Enhance customer experience
- ✓ Faster delivery times
- ✓ Improve margins with lower costs