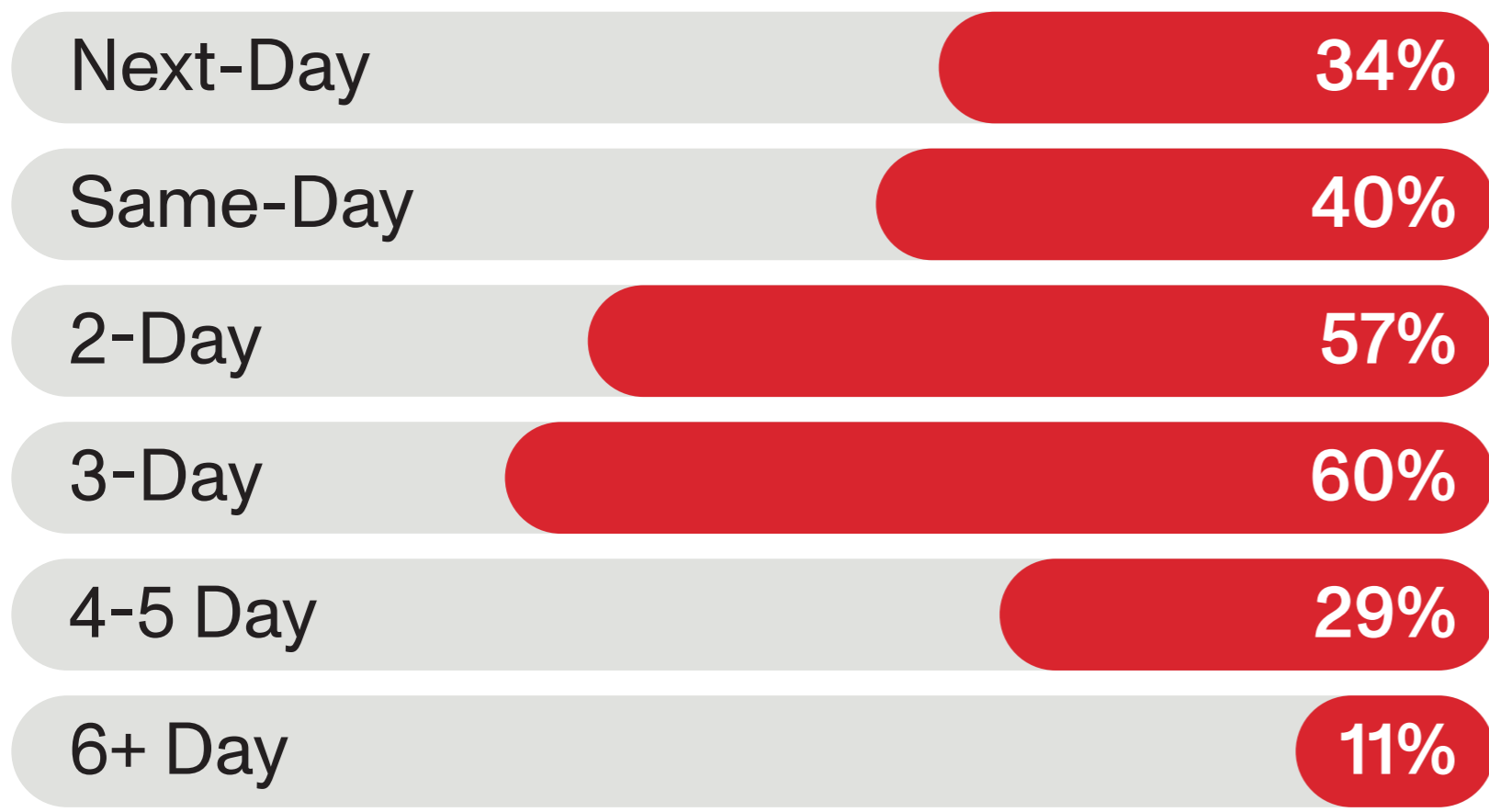


How Retailers Can Build Supply Chains That Thrive in the Post-Pandemic World

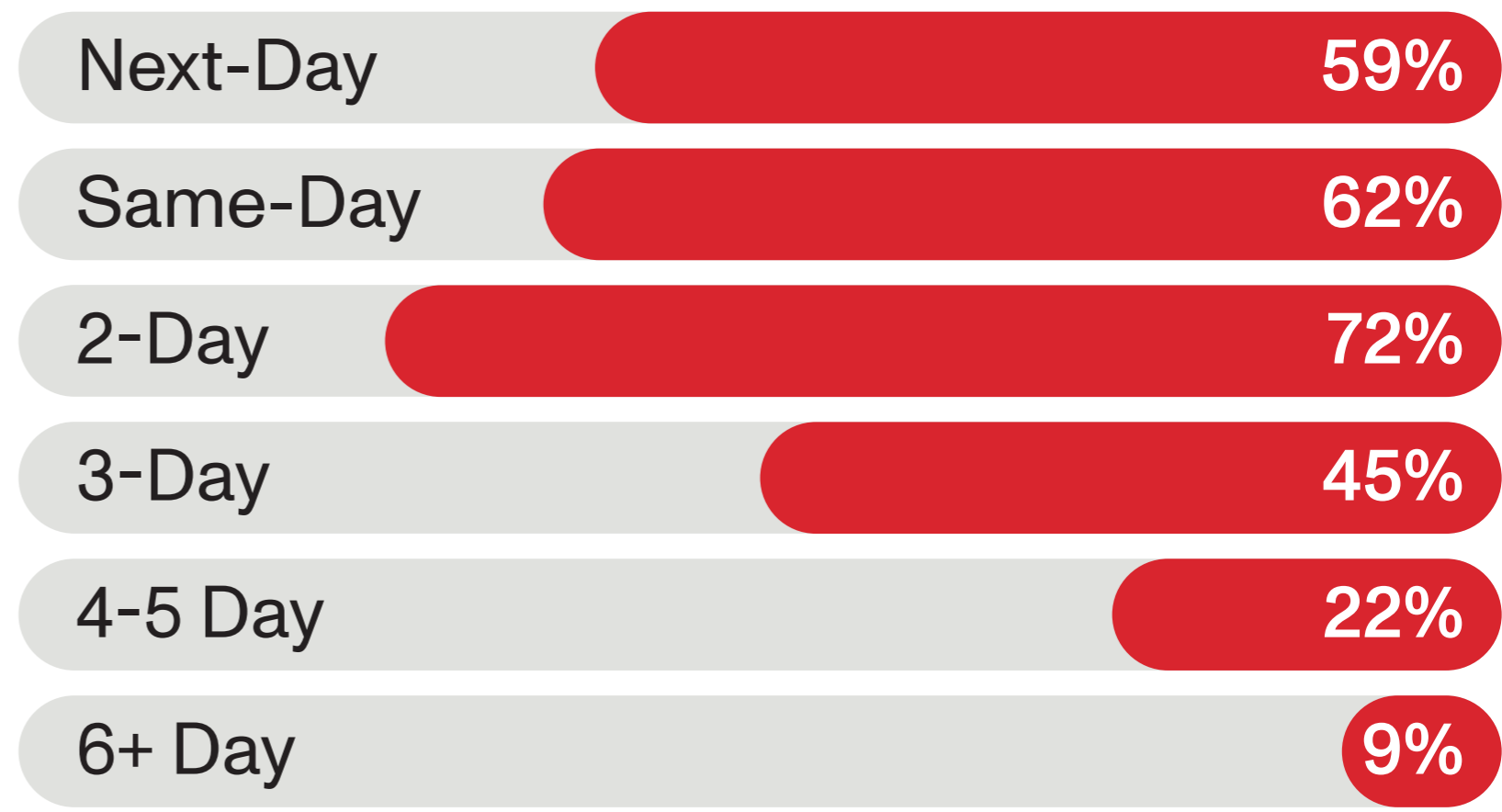
1 Speed Matters: 72% of Retailers Plan to Move to Two-Day Delivery



Standard Delivery Speed Currently Offered on Orders with Free Shipping



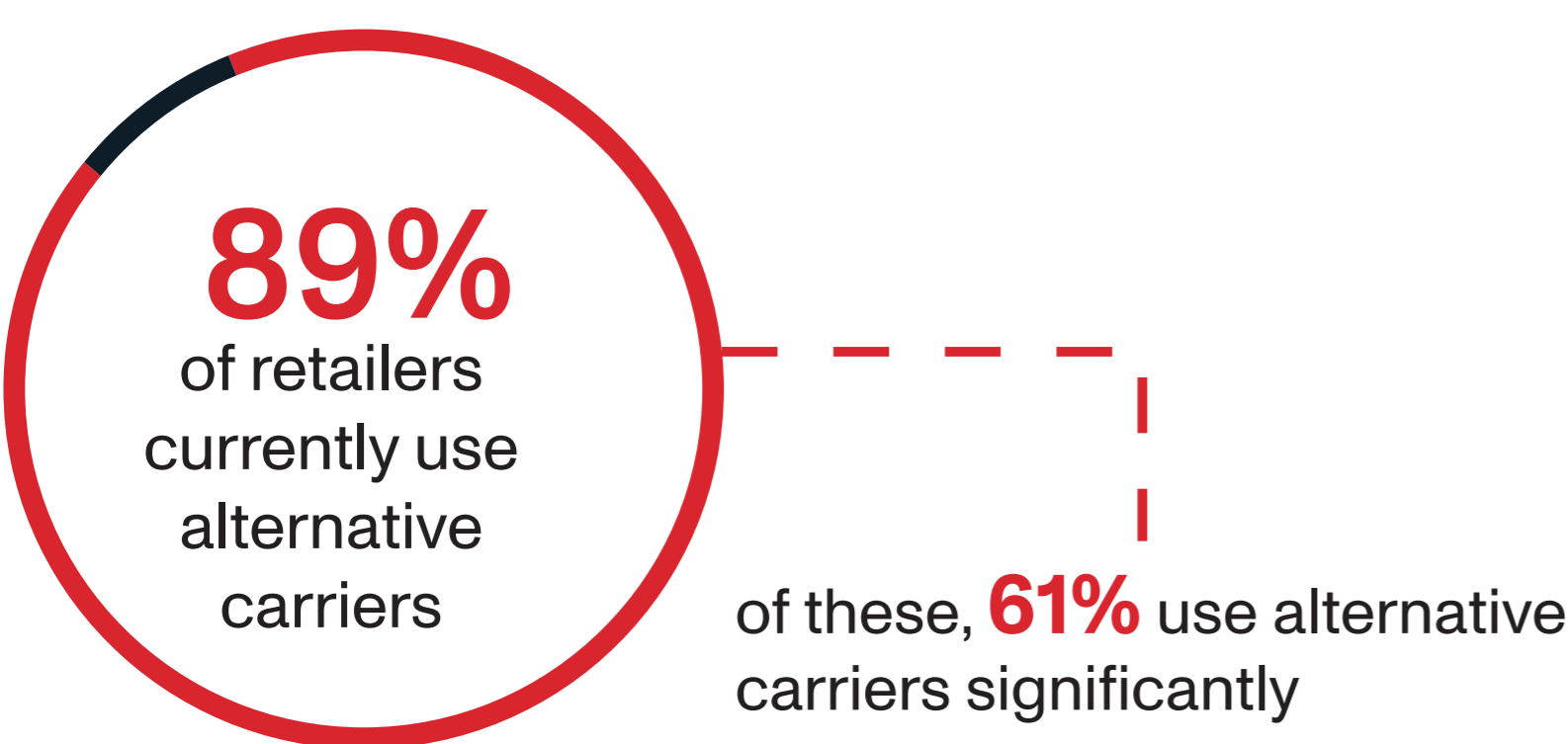
Delivery Speed Options Retailers Plan to Invest In



60% of retailers plan to offer 2-day shipping as their standard delivery commitment during the 2023 peak season.

up 11% from 2022

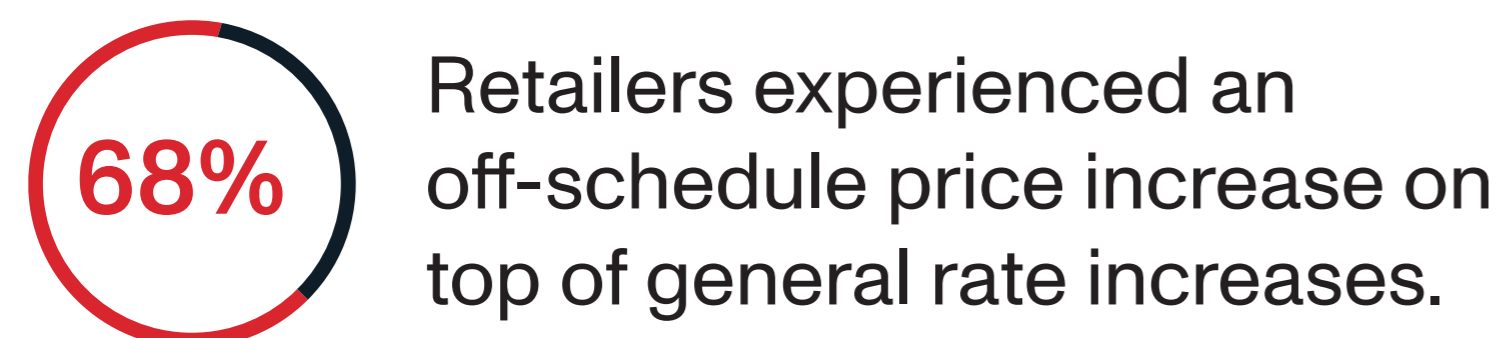
2 Retailers are Relying on Alternative Carriers



Alternative carriers were responsible for 4% of parcel deliveries in January 2020.

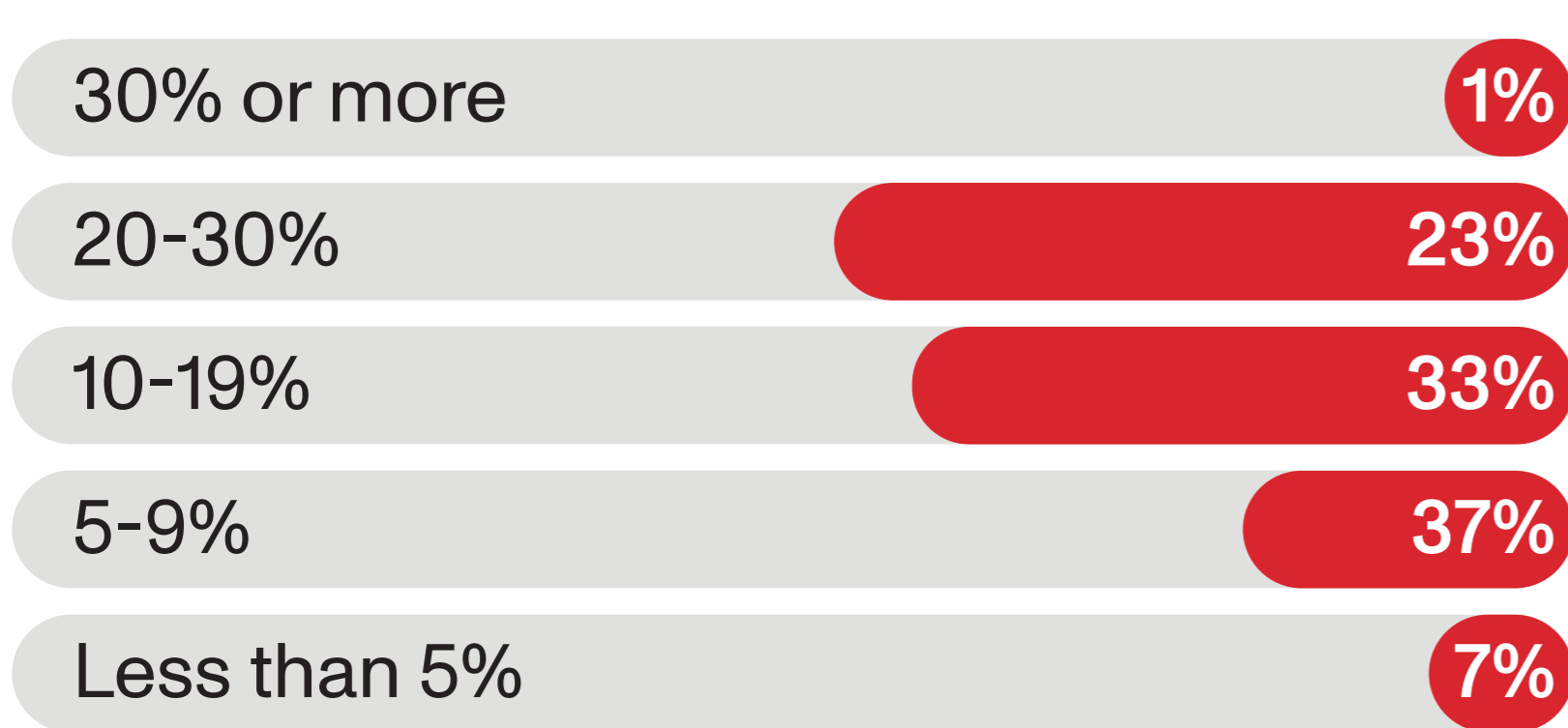
The carrier diversity trend will continue: 53% will use alternative carriers in the next 12 months.

3 Surcharges and Rate Increases Are Making Shipping More Expensive

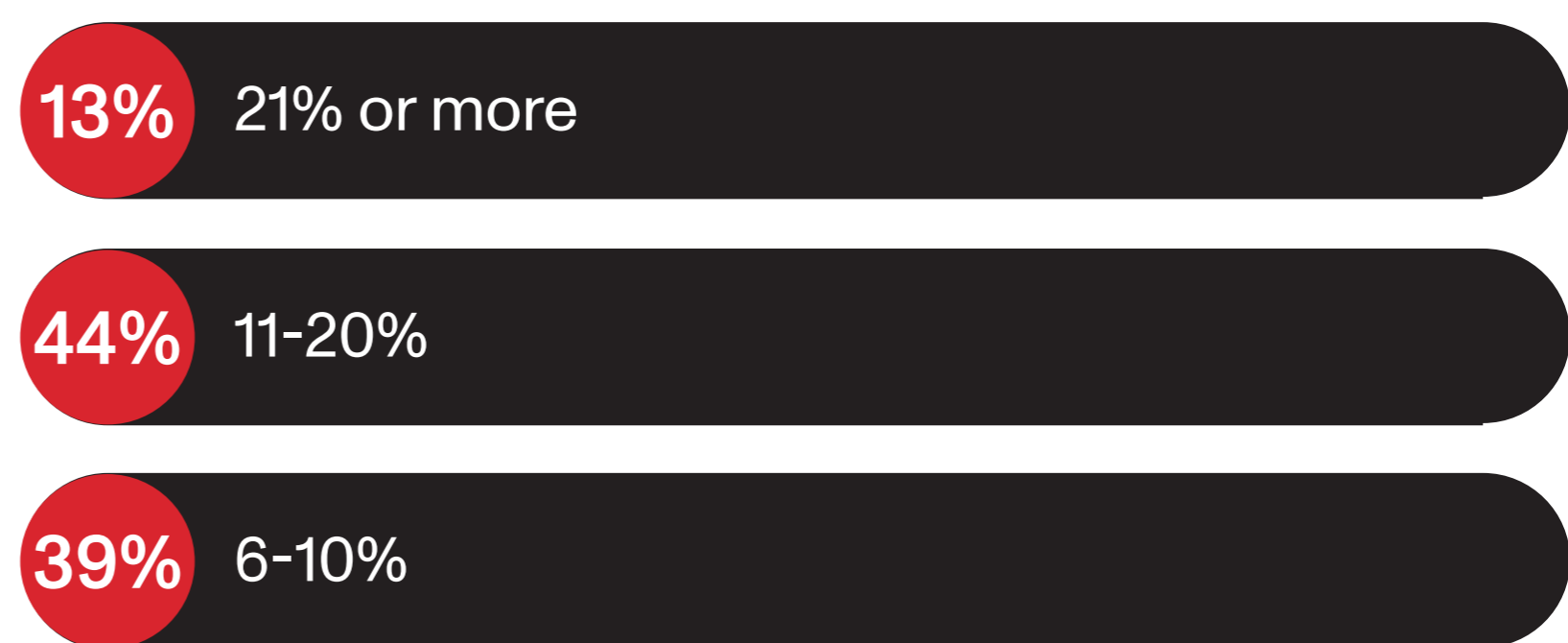


83% of retailers would switch from FedEx/UPS to get up to 20% cost savings.

Magnitude of Off-Schedule Price Increases



Cost Savings Required to Switch from FedEx/UPS

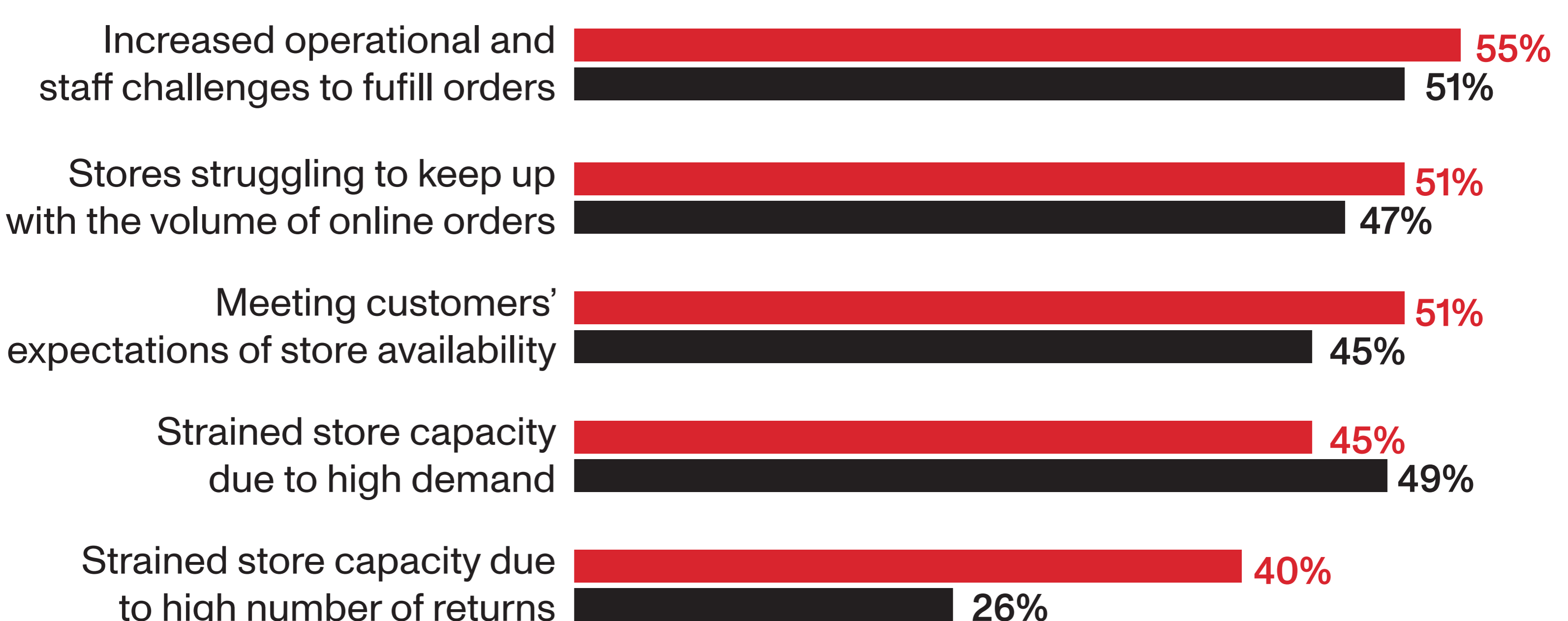


4 Retailers Have Already Implemented BOPIS

All retailers are using ship-from-store and 98% are using BOPIS, but significant operational and logistics challenges remain, largely stemming from the physical stores themselves.

Top BOPIS and Ship-From-Store Concerns

● BOPIS ● Ship-from-store



How Can Retailers Adapt Their Supply Chains to Successfully Lead in a Post-COVID Environment?

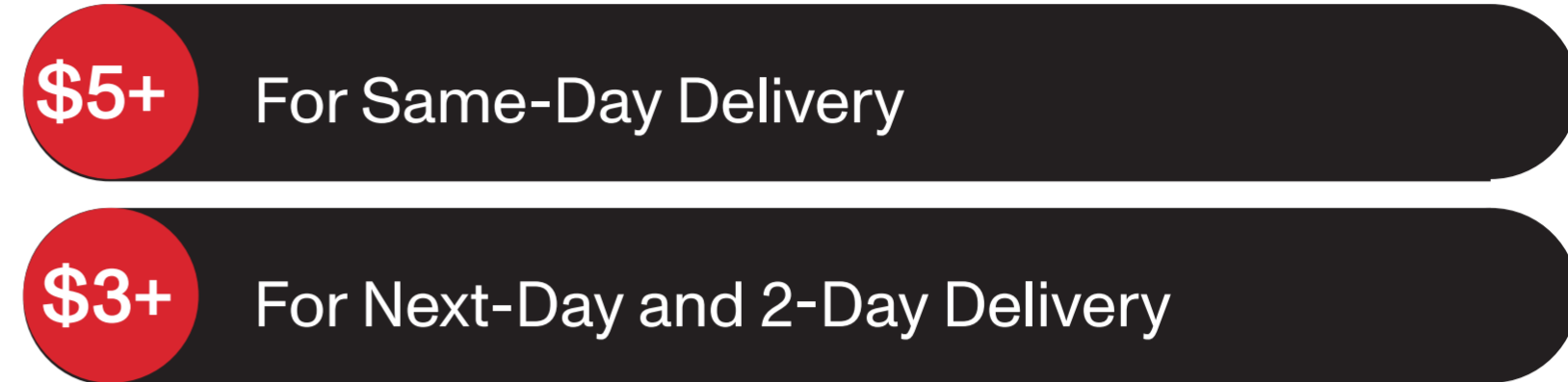
1 Leverage **Faster Delivery** to Win Customers and Build Brand Loyalty

58% of consumers paid more for faster delivery.



53% of consumers would sign up for a loyalty program to get faster delivery.

How Much Consumers Will Pay for Faster Delivery



Likelihood of Trying a New Retailer That Provides Faster Delivery

	Millennials	Gen-Z
Next-Day Delivery	45%	41%
Same-Day Delivery	46%	40%

2 Prioritize Fast and Free **Home Delivery**

Preferred Delivery Methods



Consumers' Planned Future Use of Home Delivery



3 Diversify Your Carrier Mix with a Proven Alternative

Alternative Carriers vs. National Carriers

- Faster delivery** that meets consumers' expectations.
- Greater flexibility** to secure capacity.
- Cost Savings** of around 10-35%.
- Personalized support** with dedicated account managers.

Why Leading Omnichannel Retailers Use Alternative Carriers

