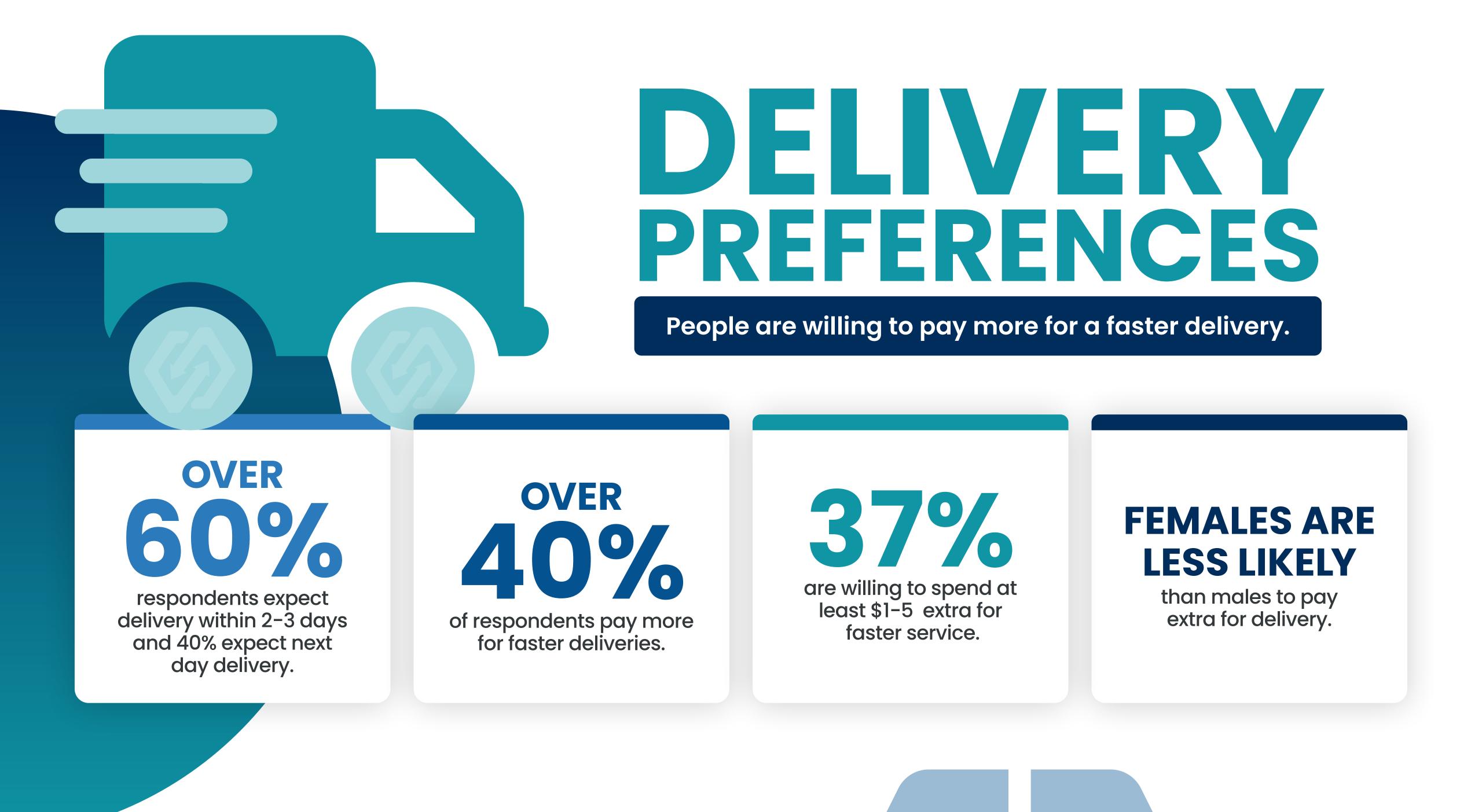


CUSTOMER EXPERIENCE TRENDS IN LAST-MILE DELIVERY

Everyone has expectations and preferences when it comes to deliveries. Results from our recent study conducted with a panel of consumers provides both awareness and data, so you can understand your customers better and provide an excellent customer experience.



FREE DELIVERY

has a significant influence on purchase decisions.

40% bookstands/booksta

50 or higher purchase

410/0 of millennials expect delivery to be free on every purchase.

633 are likely to make a larger purchase just to achieve free delivery.

SHIPPING COSTS

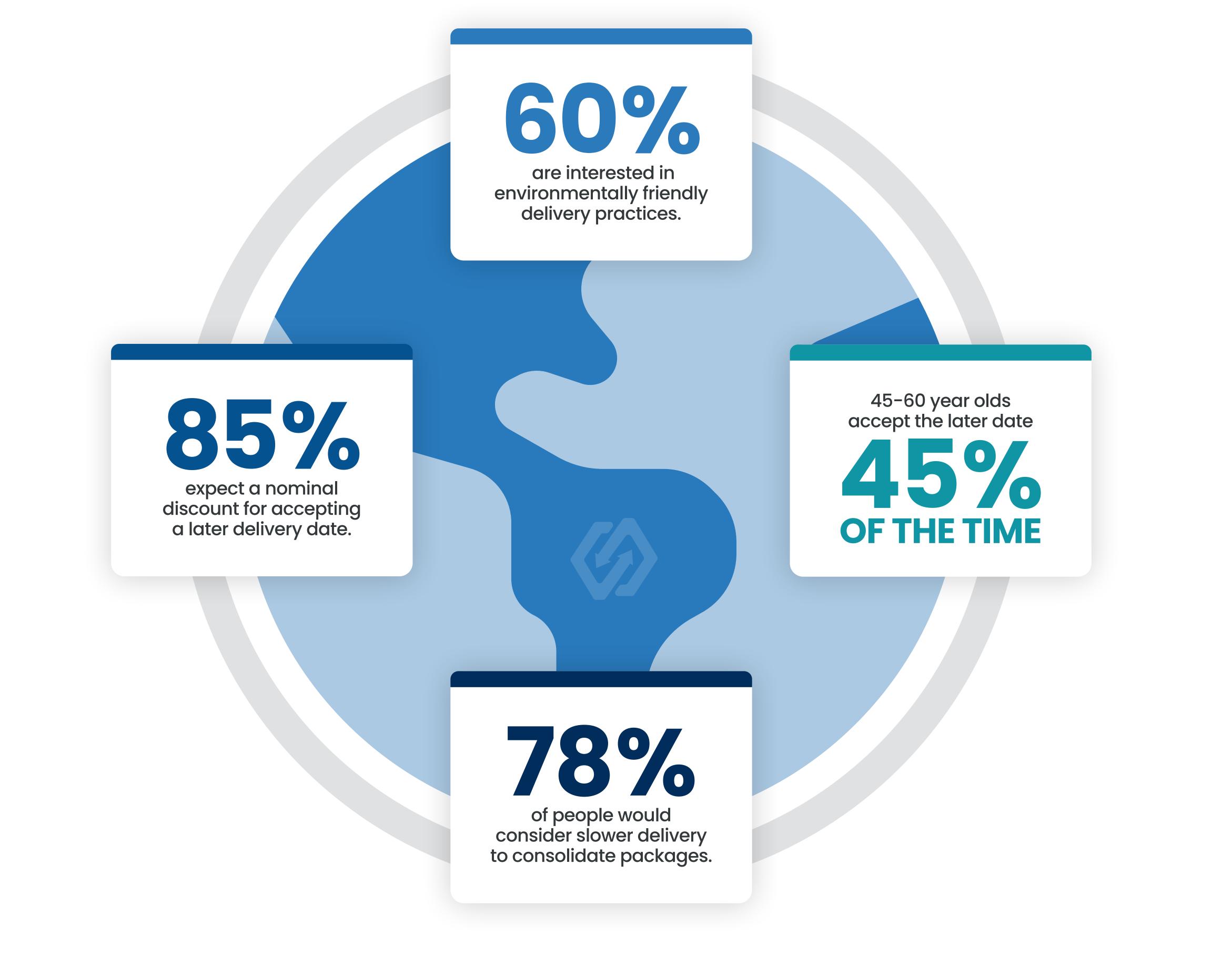
are more important than timeline for customer retention.

OVER

THIS JUMPS TO 769/60 for 45-60 year olds.

HOW IMPORTANT IS SUSTAINABILITY?

Environmental friendliness can make a significant difference.



NOTIFICATION EXPECTATIONS

Most customers have clear delivery notification preferences.







for delivery updates

will arrive.







Should you ring the doorbell for your deliveries?

OVER

50%

of 45-60 year olds

want the driver to

ring their doorbell



GO THE EXTRA MILE FOR YOUR CUSTOMERS