HOW TO SHIP SMARTER

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		Total Shipments Sent
Shipments sent	Total Shipping Spend	
595	$5923.21	
Avg. Cost/Shipment	Avg. Delivery Time	
$24.95	3.48 days	
Customer Satisfaction		
99.8 %		

eCommerce is approaching peak adoption

17.5%

9%

2017
Percentage of global retail sales

2021
Percentage of global retail sales
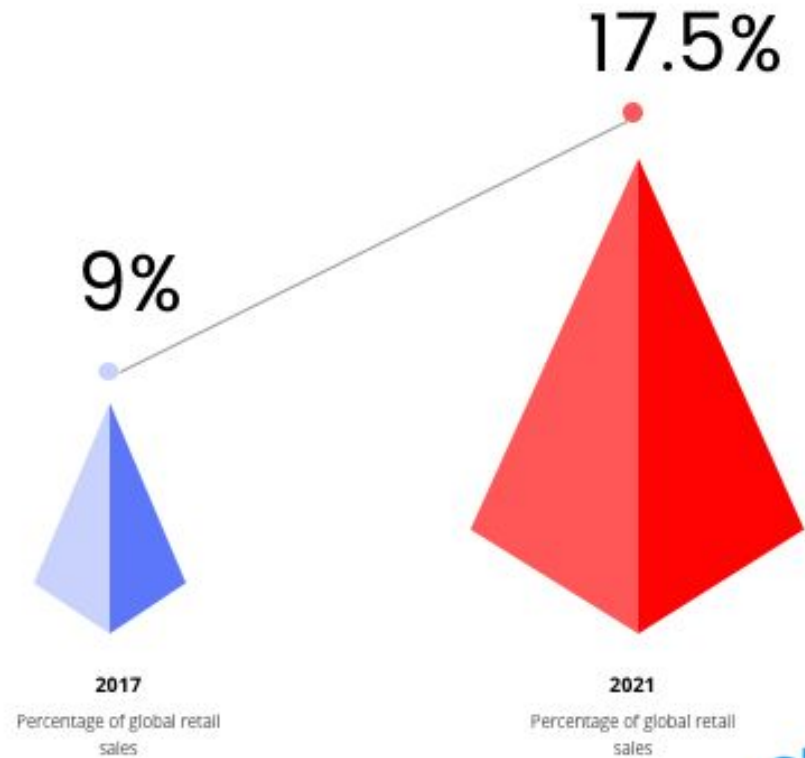
When it comes to delivery, customers now want...

PRICE   QUALITY   ACCURACY   SPEED

TRANSPARENCY   CONVENIENCE

PERSONALISATION

(Metapack Report 2017)

It takes 1 bad delivery to lose a customer
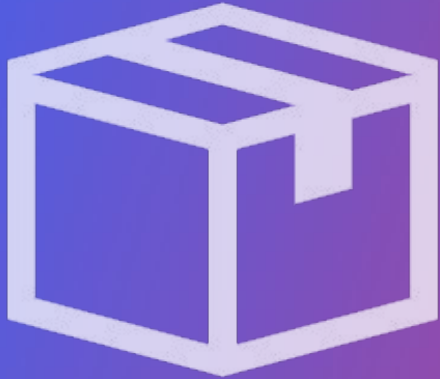
38%

Of customers wouldn't return to a retailer following a negative experience

60%

of online carts abandoned from expensive and slow delivery options

How to improve delivery experiences whilst reducing costs

Essential Metrics to Watch To Drive Delivery Performance

Better Delivery Performance Means Better Customer Experiences

1 Shipping Cost – Compare with average order volume to estimate the viability of flat rates or other shipping offers

2 Carrier Speed – Many retailers choose to automatically downgrade express shipments to standard carriers for metro areas, given identical shipping time

3 On Time Deliveries By Carrier – Having a direct impact on Customer Experience, monitor by carrier

4 First Time Deliveries By Carrier – Missing a delivery can be frustrating, making this important for a positive customer experience

Read our full guide here: http://bit.ly/ShippingPerformance

Best Practice Tips on Shipping Tactics & Pricing

HOW TO MAKE OFFERING OPTIONS WORK

Experiment, learn and experiment again

1 Provide multiple delivery options to drive conversion. This doesn't correlate to a higher cost (see graph)

2 Use shipping thresholds to provide customers with the option to earn free shipping with at certain spend levels.

3 Also, test the effect of providing a subsidised or flat rate on your average order value.

4 Test again and monitor your metrics, keeping a close watch on your average order value & conversion

Read our full guide here: http://bit.ly/CostOptimisation

Shipping automation saves time, money and keeps customers happy.

11%

Uplift in Sales

88%

Reduction in Fulfilment Time

99%

Customer Satisfaction

20%

Reduction in Per Unit Shipping Cost

Stats found in our case studies

Forget about

❌ Overspending on shipping

❌ Manually exporting data from different systems

❌ Wasting time creating and pulling reports

Take Control of Your Shipping Performance

Turnkey Multi-Courier Rates

Label & Ship Orders in Seconds

Automated Carrier Allocation
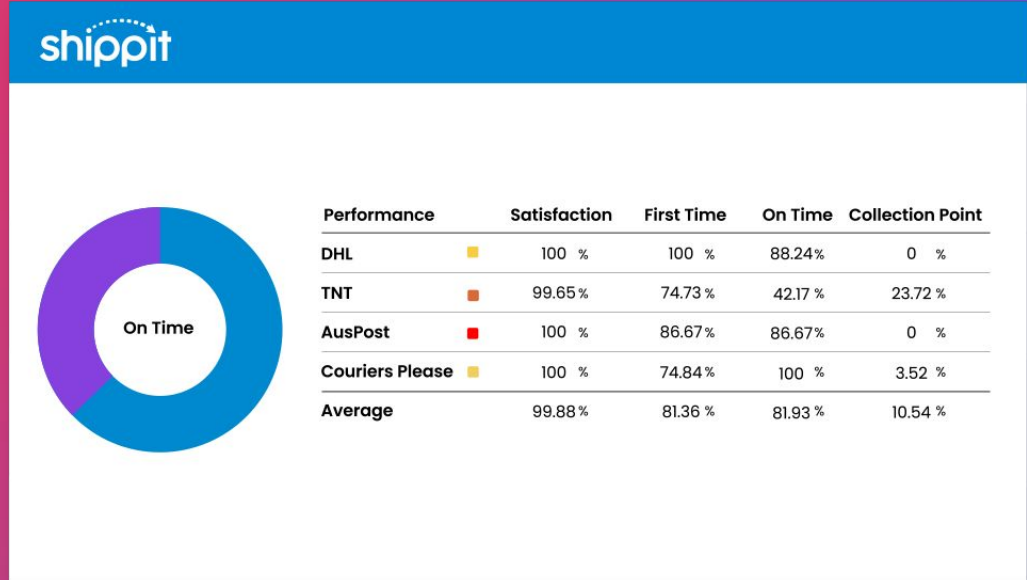
Beautiful Tracking & Notifications

Powerful Fulfilment & Delivery Insights

Reporting

Features designed to empower you to reduce shipping costs, improve delivery performance and create better experiences.

- See all your key metrics in one place

- Learn about your shipping profile

- Listen to what your customers have to say

TRIAL 30 DAYS FREE

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