



## Efficient shipping and returns management in eCommerce

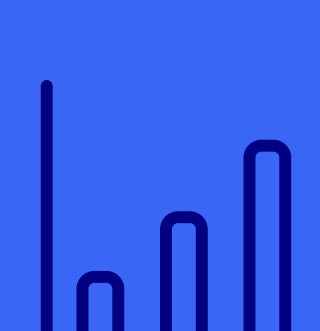
Status quo in  
shipping management

Status quo in  
returns management



# 75%

of surveyed retailers in the U.S. intend to **expand network capacities** that offer **2-day or faster delivery**<sup>1</sup>



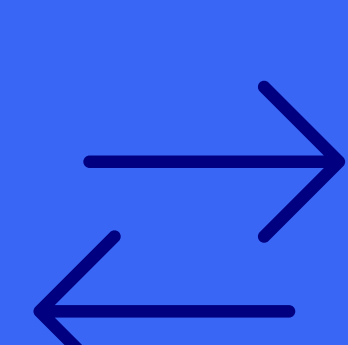
# 72%

of surveyed retailers in the U.S. are **investing** in their **returns management processes**<sup>2</sup>



# 90%

of U.S. online shoppers **expect free 2- to 3-day shipping**<sup>1</sup>



# 20-30%

is the **average online return rate** in the U.S.<sup>1</sup>



# 4-6 h

takes the **average process of picking and packing**<sup>1</sup>

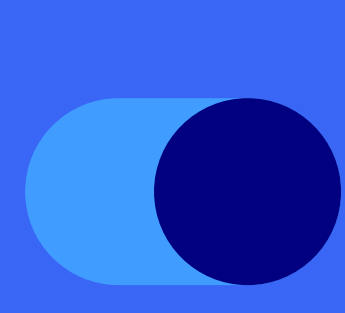
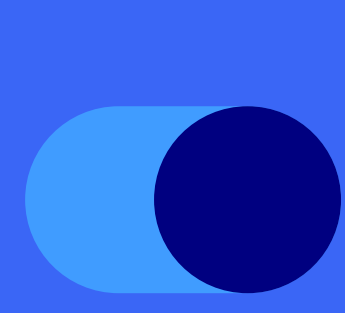




# \$642 bn






are the **costs of return deliveries worldwide**<sup>3</sup>

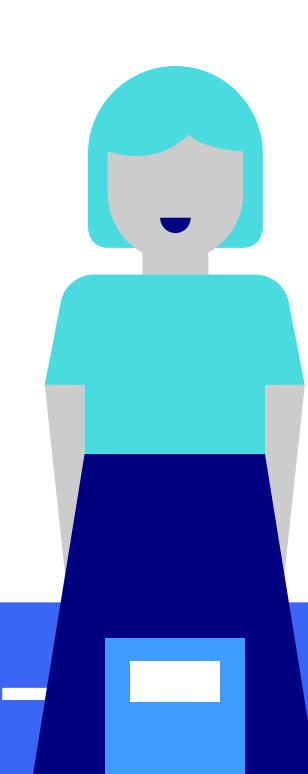
Sources: <sup>1</sup>McKinsey 2021 | <sup>2</sup>Chain Store Age 2021 | <sup>3</sup>Statista 2021

## How to make your shipping and returns management fit for the future

-  Introduce shipping models such as ship-from-store as well as **efficient return processes** with a **flexible software solution**
-  **Digitalize and (partially) automate** picking and return processes thanks to an **intuitive app**
-  **Notify CEP service providers automatically** about upcoming shipments and **inform customers** about their order status **with tracking IDs**
-  **Integrate personal consultation** with pick-up models such as click & collect and **use stores as acceptance points for returns**

## Benefits of an optimized shipping and returns strategy

-  **Save time:** Establish faster delivery times and returns management through automated processes
-  **Increase customer satisfaction:** Offer a better product availability and wider product range
-  **Boost profitability:** Reduce transport and logistics costs and shorten time to re-sell by integrating stores in the returns process
-  **Avoid returns:** Reduce the likelihood of returns with personalized pre-purchase advice
-  **Improve customer experience:** Allow customers to choose flexibly whether they conveniently return their orders via mail or in store



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