

WHY *Speed* MATTERS



The days of "allow 4-6 weeks for delivery" are gone. Unless you've been living in a cave or stuck on a deserted island for the past five years you already know this.

The bar of consumer expectations continues to rise until one day we will find packages on our doorsteps that we didn't order yet. Well, maybe shipping isn't that intuitive, but studies certainly indicate that **consumers are not willing to wait long** unless it's free and even then the window of patience remains tight.



2 IN 3
will not wait
5 DAYS
FOR DELIVERY
(unless it's free)

even if shipping
IS FREE, only
1 IN 3
will wait over
7 DAYS

1 IN 4
WILL PAY PREMIUM
for shipping
2 DAYS
OR LESS

40% HAVE
INTEREST
IN CONTROLLING DELIVERIES
(including rescheduling or rerouting)

Speed Matters. You must tool your operation to ship quickly, same day if possible. If you cannot do this in-house or your fulfillment provider is not set up to accomplish this, we highly suggest finding a partner that can. The benefits of a Fast Process far outweigh a Slow one.



A *Slow* PROCESS



LOST SALES
{ conversions }



CANCELS
due to time to receive



BAD FEEDBACK
on social media
{ brand perception }

RETURNS
due to time to receive

INCREASED COSTS
to customer service

CHARGE BACKS
merchant account at risk

VS.

A *Fast* PROCESS



HIGHER CONVERSIONS

Telling customers how fast they receive their order will help close more sales



TRACKING: SEND IT QUICKLY

Reduces cancels and buyer's remorse, speeds up payments and continuity



SATISFYING CUSTOMER EXPERIENCE

Less -, more + reviews - potentially more revenue



LESS CUSTOMER SERVICE CALLS

Adding more to the bottom line

Is a slow process holding you back from exceeding the expectations of your customers?



SEEK A FULFILLMENT PARTNER WITH THESE TRAITS AND YOU CAN BUILD A BETTER TRUST WITH YOUR CUSTOMERS!

★ *Same Day* ★
SHIPPING

★ *Strategic* ★
LOCATION

{ *Integrated* }
CUSTOMER CARE

★ *Proactive* ★
BRANDED COMMUNICATION

Fast & Economical
DELIVERY

ABILITY TO CONTROL DELIVERY



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