

Delivery and Returns: Understanding Consumer Needs - US - August 2018

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"Expectations around delivery and returns of online orders are changing. Retailers and shippers are investing resources into perfecting the last mile of the online shopping experience by expanding delivery options, decreasing delivery times, and removing some of the pain points from the returns process."

Fiona O'Donnell, Director - Multicultural, Lifestyles, Travel & Leisure

This report looks at the following areas:

- Comprehensive outbound and inbound shipping solutions needed
- Fast and free delivery desired – offer options to address individual needs
- Online shoppers want assurance of many happy returns
- Proactive updates after purchase is part of the experience

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This report is part of a series of reports, produced to provide you with a more holistic view of this market

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Delivery and Returns – What You Need to Know

Comprehensive outbound and inbound shipping solutions needed
Fast and free delivery desired – offer options to address individual needs
Online shoppers want assurance of many happy returns
Proactive updates after purchase is part of the experience

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In-store pickup garners strong interest, but can be improved

Security concerns, privacy issues, surprise gifting open the field for pickup locker use

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