

# Impacting eCommerce: Shipping & Delivery: Incl Impact of COVID-19 - US - September 2020

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## This report looks at the following areas:

- The impact of COVID-19 on consumer behavior and the ecommerce market
- The increased focus on value due to the recession
- The tech-forward experience of shipping and delivery
- The need for environmentally-friendly options and clear communication

The ecommerce market is growing strongly as the pandemic pushes consumers to shop more online across all categories. This means that there is an influx of packages entering the shipping and delivery realm and more consumers with high expectations of that experience. The role of technology and environmentally-friendly practices within shipping and delivery will become increasingly more important as consumers factor this into their decision making process.



“Consumers have had to accept delays in shipments due to COVID-19, as retailers both focused on fulfilling orders of essential items, as well as struggled to keep up with the influx in demand. However, consumers will expect delivery services to resume to pre-pandemic timing as the country further moves into the next normal.”  
- Katie Yackey, eCommerce Analyst

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## Table of Contents

### OVERVIEW

- What you need to know
- Key issues covered in this Report
- Definition
- COVID-19: Market context

### EXECUTIVE SUMMARY

- **Top takeaways**
- **Market overview**  
Figure 1: Total US retail ecommerce sales and forecast, at current prices, 2015–25
- **Impact of COVID-19 on ecommerce**  
Figure 2: Short, medium and long term impact of COVID-19 on ecommerce, August 2020
- **Opportunities and Challenges**
- **Increasing desire for a return to normal, including delivery times**
- **Focus on sustainability to alleviate concerns around online shopping**
- **Leverage tech innovations to improve future of shipping and delivery**

### THE MARKET – KEY TAKEAWAYS

- A growing ecommerce environment means greater package volume
- Adding value can help manage delivery timing
- Tech is becoming an important factor for shipping and delivery
- COVID-19 makes contactless delivery a must-have convenience
- Small brands look to forge their own delivery path

### MARKET SIZE AND FORECAST

- **eCommerce keeps soaring ahead**  
Figure 3: Total US retail ecommerce sales and forecast, at current prices, 2015–25
- **Macroeconomic factors**  
Figure 4: Expected U.S. unemployment, 2019–2025  
Figure 5: Expected consumer expenditure, 2019–2025
- **Impact of COVID-19 on ecommerce**  
Figure 6: Short-, medium- and long-term impact of COVID-19 on ecommerce, August 2020

### What's included

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- Lockdown
- Re-emergence
- Recovery
- COVID-19: US context
- Learnings from the last recession

## MARKET FACTORS

- **USPS delays jeopardize small businesses' livelihoods**  
Figure 7: Disposable personal income change from previous period, January 2019-July 2020
- **Delivery from the skies**  
Figure 8: UPS drone delivery network
- **Regulation on tech innovation**
- **Cutting down on waste**
- **Manage the influx of shopping across categories**

## MARKET OPPORTUNITIES

- **Enhance the delivery experience**
- **Turn delays into delight**
- **Leverage tech to connect consumers to the delivery process**
- **Tap into consumers' desire for environmental friendliness**
- **Give consumers more options to shop small**

## COMPANIES AND BRANDS – KEY TAKEAWAYS

- **Amazon and UPS test out drones**
- **Announcing Walmart+ (finally)**
- **USPS works to improve current delivery practices**

## COMPETITIVE STRATEGIES

- **Retailers blazing ahead with innovative delivery practices**
- **Amazon**  
Figure 9: Amazon drone green light
- **Shipt (from Target)**
- **Walmart+**  
Figure 10: Walmart+ announcement
- **Delivery services honing delivering**
- **UPS**  
Figure 11: UPS small business initiatives
- **USPS**

## THE CONSUMER – KEY TAKEAWAYS

- **COVID-19 has simmered down quick delivery expectations – for now**

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Infographic Overview

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- **Delivery speed alone is no longer a differentiator**
- **Clear communication is critical along each step**
- **Brands and delivery services can give consumers peace of mind**
- **A less wasteful future is approaching**

## CONSUMER TRENDS AND SHIPPING AND DELIVERY

- **Technology, Surroundings and Value drive consumer thinking about shipping and delivery**

Figure 12: Mintel Trend Drivers and associated pillars

## THE EFFECTS OF COVID-19

- **Patience is a virtue in a pandemic**  
Figure 13: Shopping nonessential items, June 2020
- **Younger consumers are willing to pay for convenience**  
Figure 14: Shopping nonessential items, by generation, June 2020
- **Brands need to provide easy solutions in the next normal**  
Figure 15: Returns during COVID-19, June 2020
- **Older consumers are less concerned about cleanliness communication**

Figure 16: Returns during COVID-19, by generation, June 2020

## SHIPPING AND DELIVERY ATTITUDES

- **Improvement opportunities for shipping and delivery**  
Figure 17: Attitudes toward shipping and delivery, June 2020
- **It's a balancing act between convenience and security**  
Figure 18: Attitudes toward shipping and delivery, June 2020
- **Showing you care is more important than ever**  
Figure 19: Attitudes toward shipping and delivery, June 2020

## IMPORTANT DELIVERY FACTORS

- **The basics never go out of style**  
Figure 20: Important delivery factors, June 2020
- **Provide younger consumers with flexible choices**  
Figure 21: Important delivery factors by Generation, June 2020

## COMMUNICATION

- **Email is still going strong**  
Figure 22: Ways of communicating, June 2020
- **Texting is preferential for younger consumers**  
Figure 23: Ways of communicating, by generation, June 2020  
Figure 24: Bright Cellars communication

## What's included

Executive Summary

Full Report PDF

Infographic Overview

Powerpoint Presentation

Interactive Databook

Previous editions

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Figure 25: Bose customer service

## DELIVERY SERVICES AND ATTRIBUTES

- **Amazon wins deliveries based on its other offerings**

Figure 26: Delivery services used, June 2020

- **Continuing to keep customers first**

Figure 27: Delivery service attributes, June 2020

## SHIPPING AND DELIVERY CONCERNS

- **Consumers want peace of mind**

Figure 28: Delivery concerns, June 2020

- **City-folk are concerned about thievery**

Figure 29: Delivery concerns, by location, June 2020

## FUTURE OF DELIVERY

- **The future of delivery is less wasteful**

Figure 30: Environmental efforts, June 2020

Figure 31: Allbirds carbon credit program

- **Younger consumers want to see less from delivery companies**

Figure 32: Environmental efforts, by generation, June 2020

Figure 33: Meet Joe – Amazon sustainability

- **Convenience reigns supreme**

Figure 34: Future delivery options, June 2020

- **Convenient delivery options provide consumers with flexibility**

Figure 35: Future delivery options, by consumer segmentation, June 2020

- **Speed is king for Millennials**

Figure 36: Future delivery options, by generation, June 2020

## APPENDIX – DATA SOURCES AND ABBREVIATIONS

- Data sources
- Forecast
- Consumer survey data
- Consumer qualitative research
- Abbreviations and terms
- Abbreviations

## APPENDIX – THE MARKET

Figure 37: Total US retail ecommerce sales and forecast, at current prices, 2015–25

## What's included

Executive Summary

Full Report PDF

Infographic Overview

Powerpoint Presentation

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