

# 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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