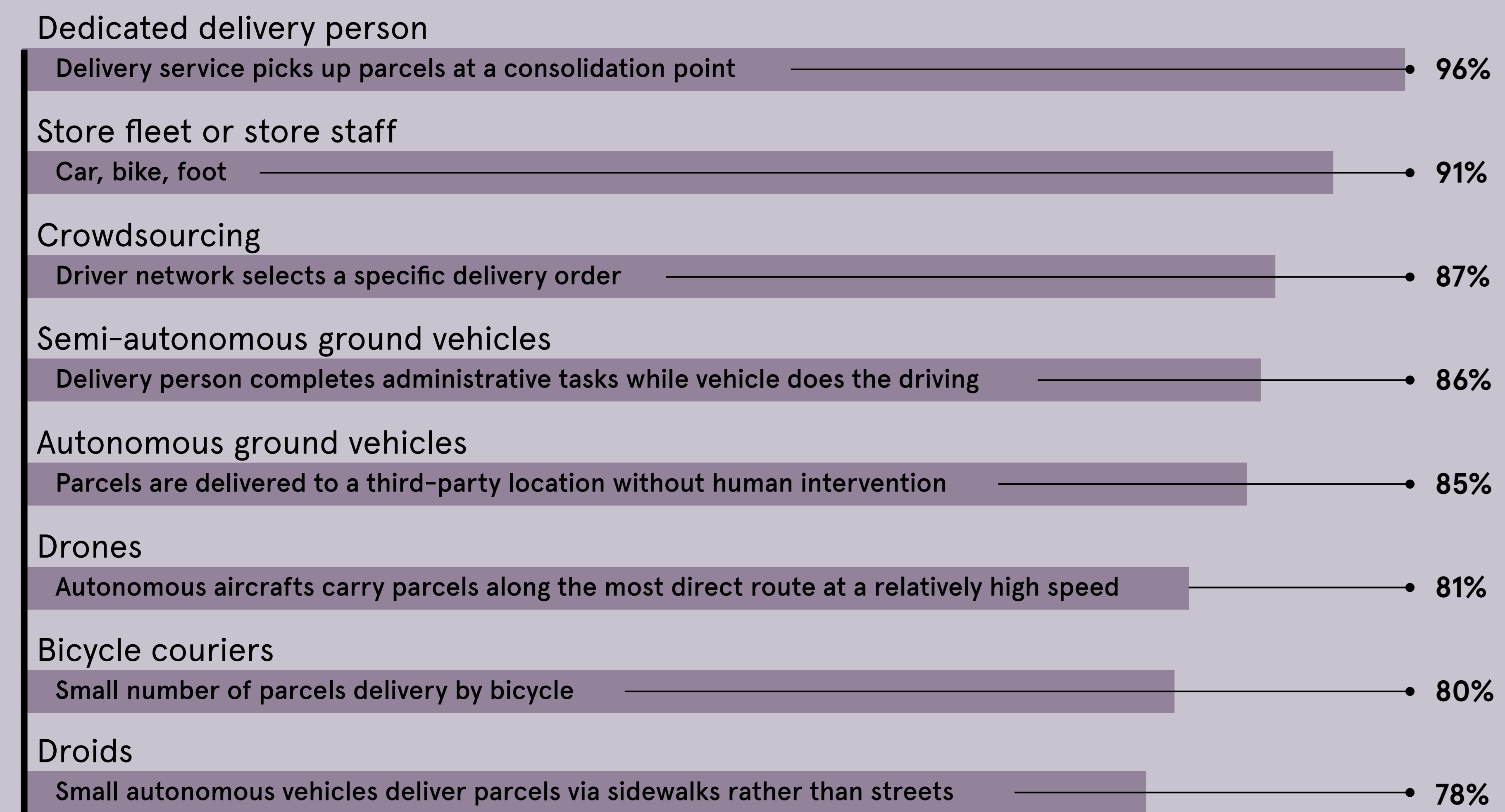


# NEED FOR SPEED

Consumer cravings for instant gratification are creating challenges for transport and logistics companies, with retailers and service providers desperately figuring out how to still turn a profit and offer deliveries at the lowest possible cost. However, even as new shipping options and technologies begin to emerge, what customers seem to value beyond all else is that deliveries remain free (or at least, cheap), leaving companies scrambling to make their supply chains as efficient as they can be

## EMERGING SHIPPING OPTIONS

Percentage of manufacturers, retailers and logistics firms who expect to be using the following in ten years' time



Zebra Technologies 2018

### 88%

of online shoppers say that free shipping is more important to them than fast shipping

Deloitte 2018

### 67%

of shoppers said that free returns is the most important factor when returning orders

KPMG 2018

### 90%

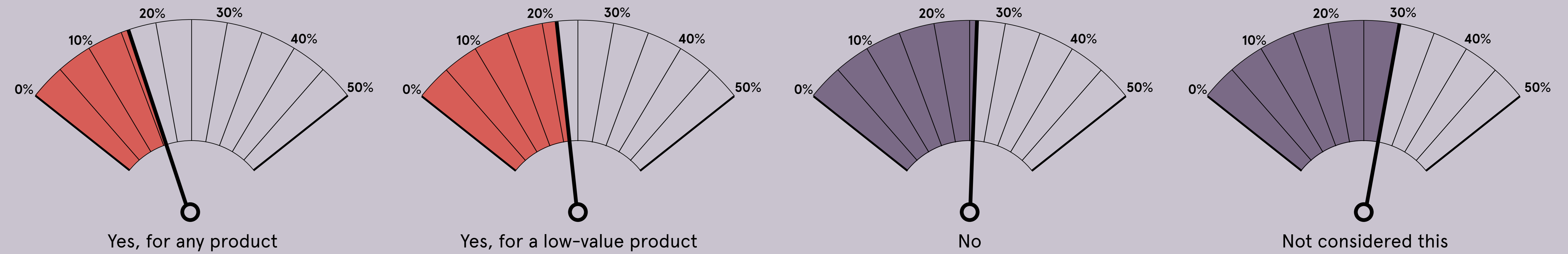
of manufacturers, retailers and logistics firms believe delivery is an extension of a retailer's brand

Zebra Technologies 2018

## CONSUMER INTEREST IN DRONE DELIVERIES

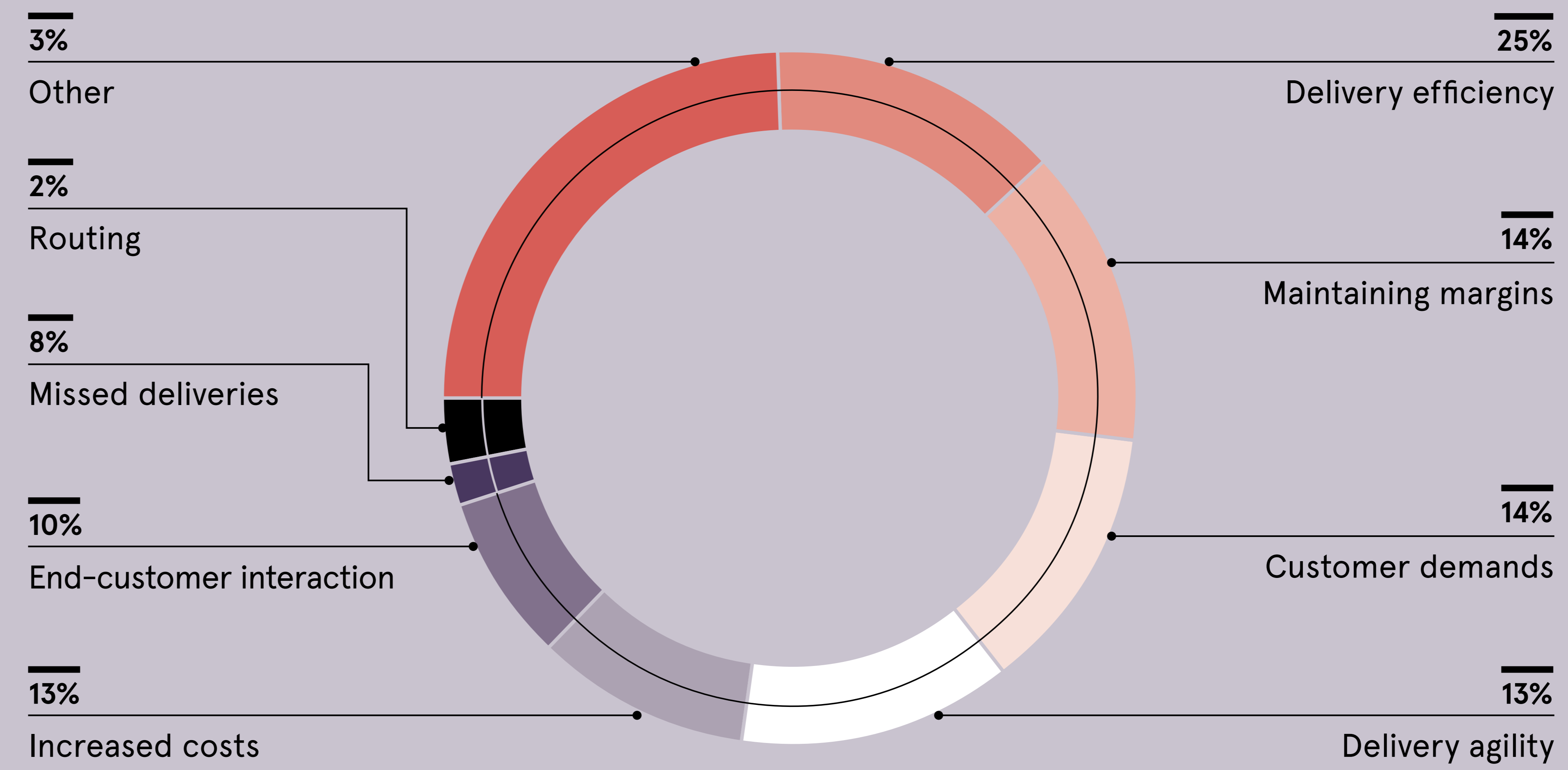
PwC 2018

Percentage of consumers who would trust a drone to deliver their package



## BIGGEST CHALLENGES WITH LAST-MILE DELIVERIES

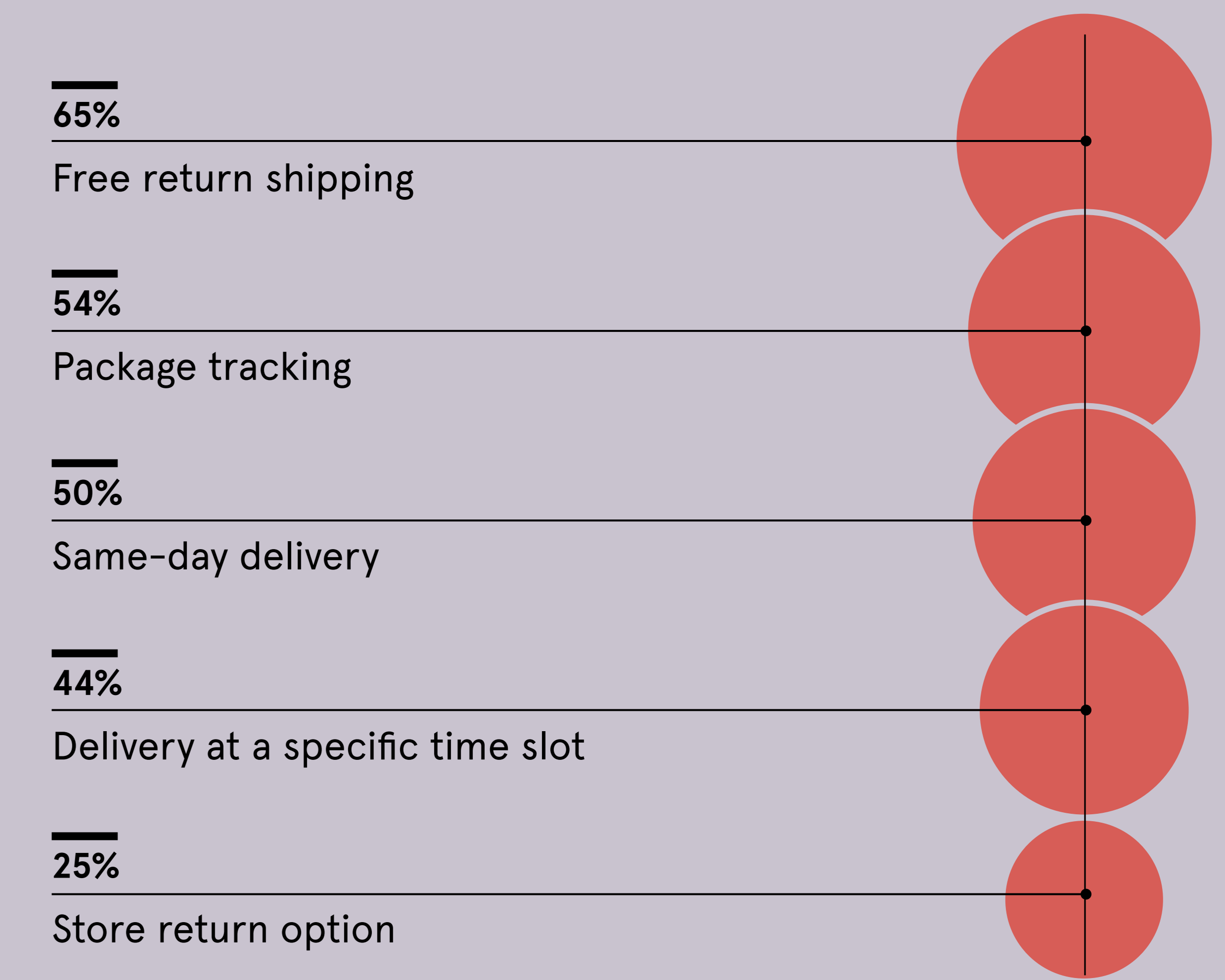
Global survey of logistics providers and supply chain executives were asked to choose their biggest challenge



Eft/Localz 2018

## MOST VALUED FREE DELIVERY SERVICES

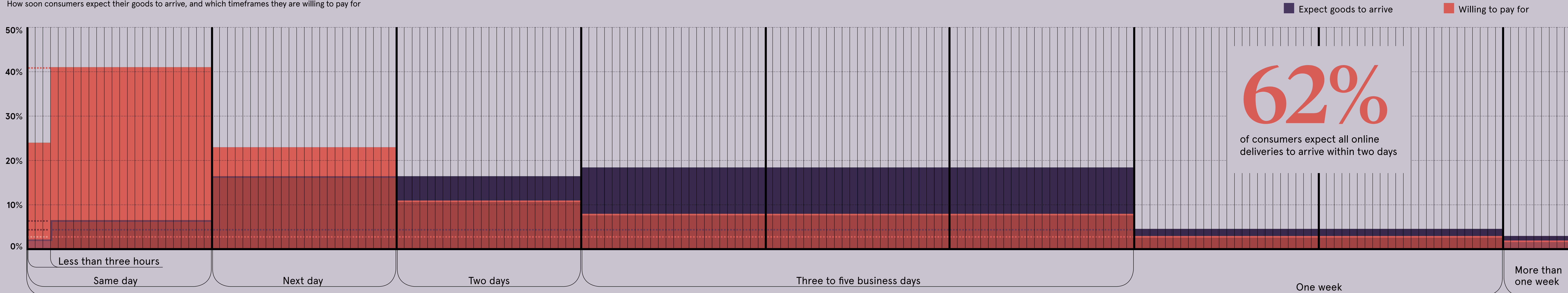
Percentage of consumers who believe the following free options are attractive



PwC 2018

## CONSUMER EXPECTATIONS FOR ONLINE DELIVERIES

How soon consumers expect their goods to arrive, and which timeframes they are willing to pay for



PwC 2018