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

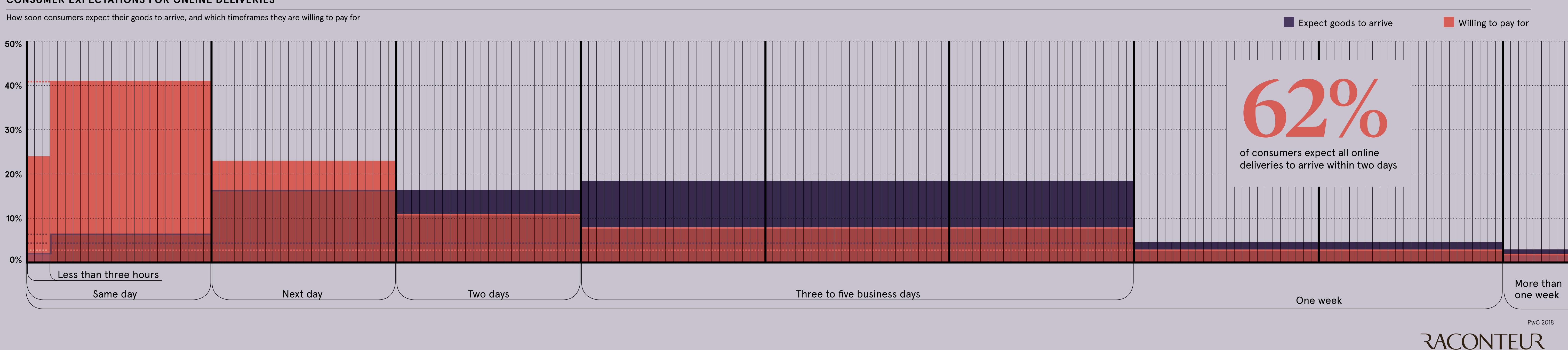
Percentage of manufacturers, retailers and logistics firms who expect to be using the following in ten years' time

Dedicated delivery person
Delivery service picks up parcels at a consolidation point
Store fleet or store staff Car, bike, foot
Crowdsourcing
Driver network selects a specific delivery order
Semi-autonomous ground vehicles
Delivery person completes administrative tasks while vehicle does the driving ————
Autonomous ground vehicles
Parcels are delivered to a third-party location without human intervention
Drones
Autonomous aircrafts carry parcels along the most direct route at a relatively high speed
Bicycle couriers
Small number of parcels delivery by bicycle
Droids

Small autonomous vehicles deliver parcels via sidewalks rather than streets

Zebra Technologies 2018

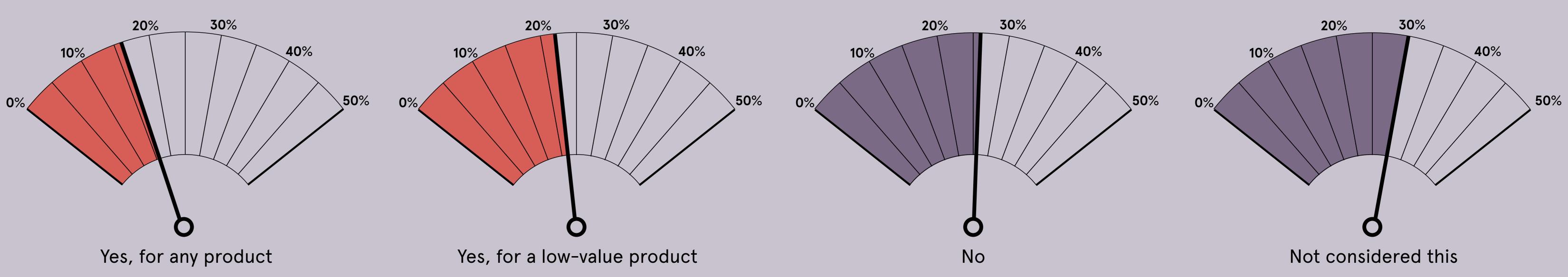
CONSUMER EXPECTATIONS FOR ONLINE DELIVERIES

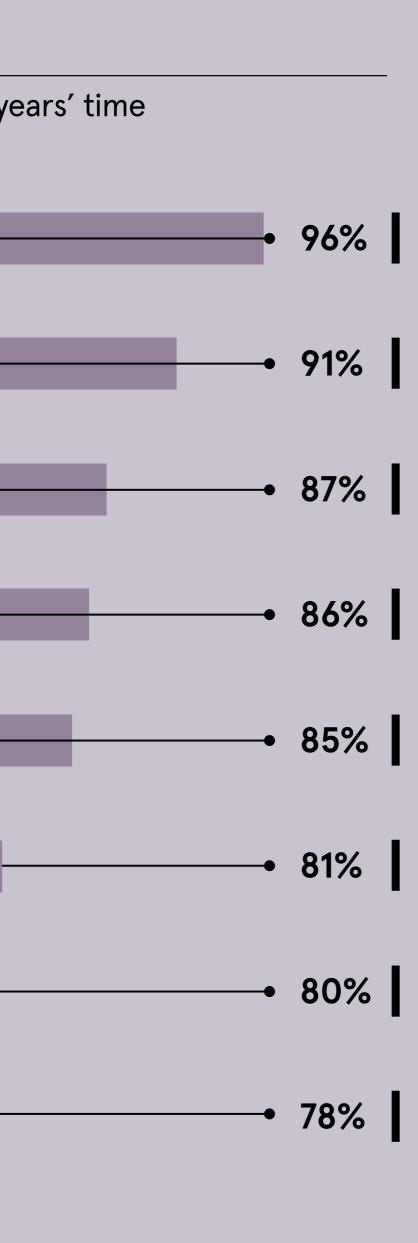






Percentage of consumers who would trust a drone to deliver their package







logistics firms believe delivery is an extension of a retailer's brand

Zebra Technologies 2018

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

3% _____

Other

2%

Routing

8% Missed deliveries

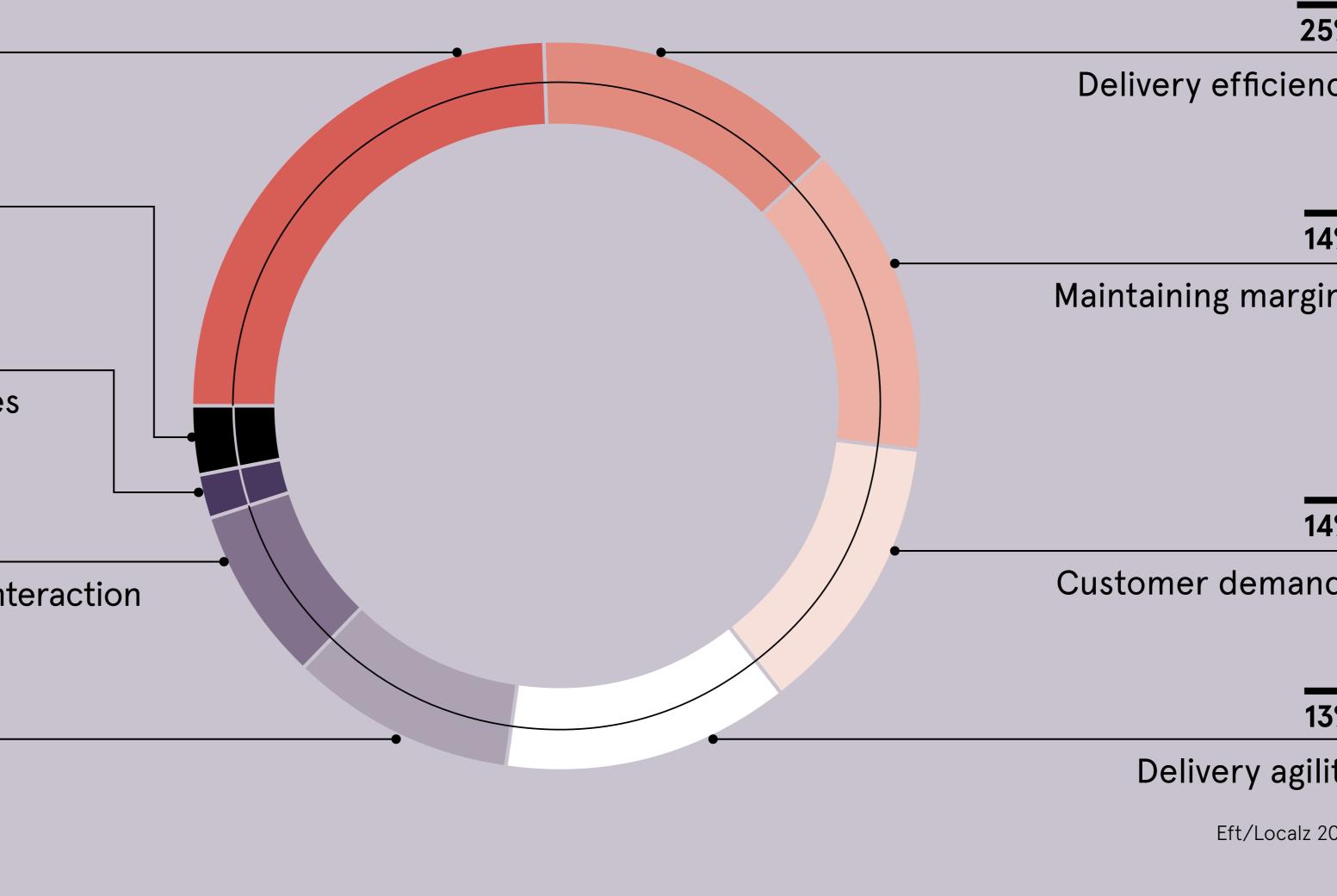
10%

End-customer interaction

13% Increased costs

CONSUMER INTEREST IN DRONE DELIVERIES

LLENGES WITH LAST-MILE DELIVERIES



MOST VALUED FREE DELIVERY SERVICES

Percentage of consumers who believe the following free options are attractive

65%	
Free return shipping	
54%	
Package tracking	
50%	
Same-day delivery	
44%	
Delivery at a specific time slot	
25%	
Store return option	
PwC 2018	