



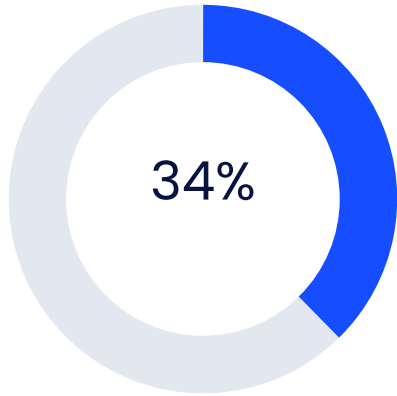
Exploring Top 2023 Priorities in Warehouse Management

With actionable tips to reduce costs, increase efficiency, and improve customer satisfaction

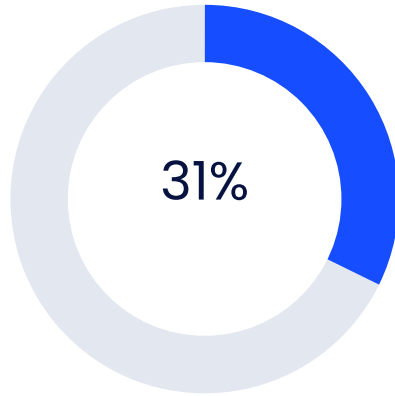
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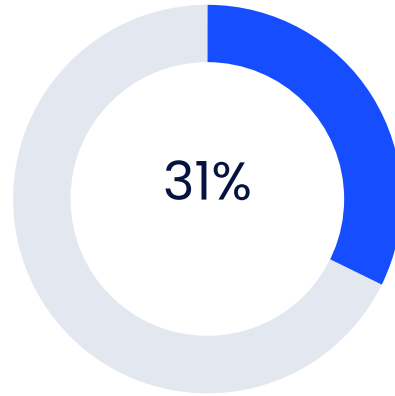
2023 Trends and Priorities in Warehouse Management



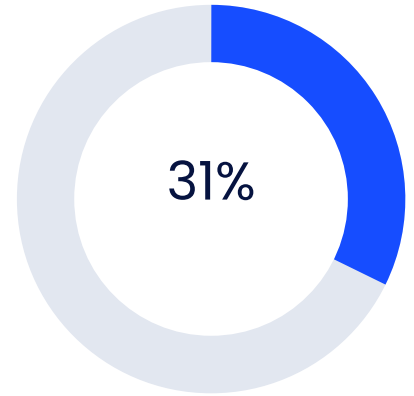
Improving customer satisfaction levels



Delivery of goods-to-person faster



Greater workforce efficiency



Investing in new technology

Sources: [According to the most recent data](#)

Priority #1

Improving customer
satisfaction levels

98.1%

of ecommerce consumers say delivery experience effects their loyalty towards a brand

84%

of consumers will not come back to shop from you after just one poor delivery experience

94%

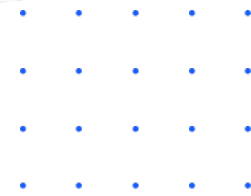
of online consumers will choose a different ecommerce brand based on the shipping options

82%

of customers that are satisfied with the delivery service will share and recommend the brand

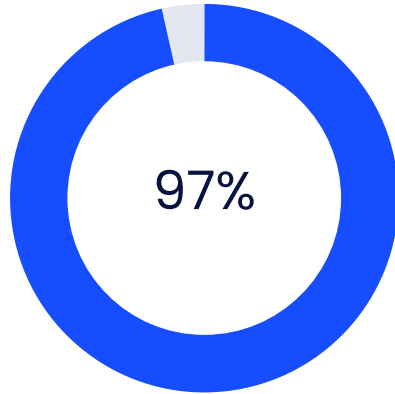
72%

of customer satisfied with the delivery service will increase their purchase level by 12%



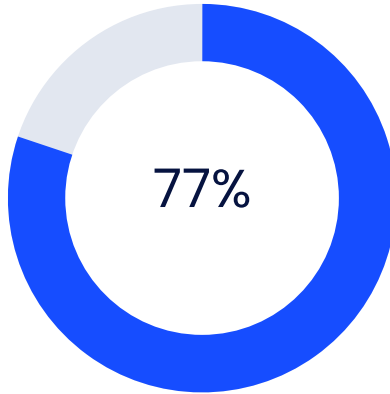
What matters most to customers in 2023?

Transparency



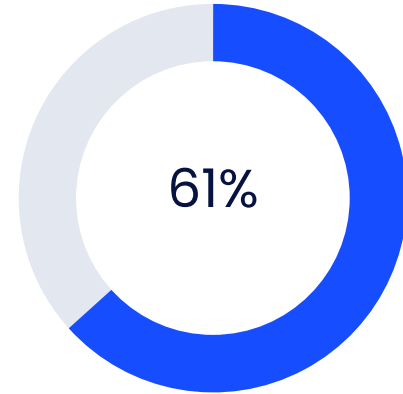
want full tracking visibility throughout the shipping process

Options



look for multiple shipping options, including guaranteed weekend or after-hours delivery

Same-day delivery

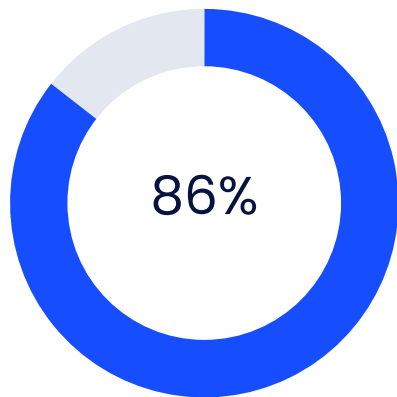


desire shipping within 1-3 hours and are willing to pay for it

Sources:
<https://www.retailcustomerexperience.com/news/survey-consumers-want-more-delivery-options-and-greater-delivery-transparency/>

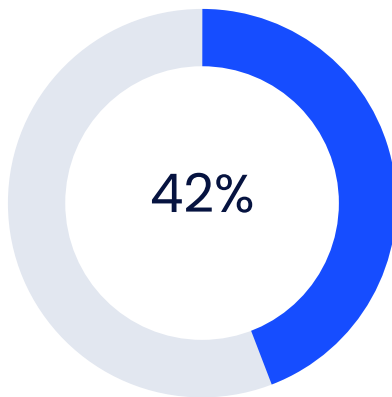
What matters most to customers in 2023?

Accuracy



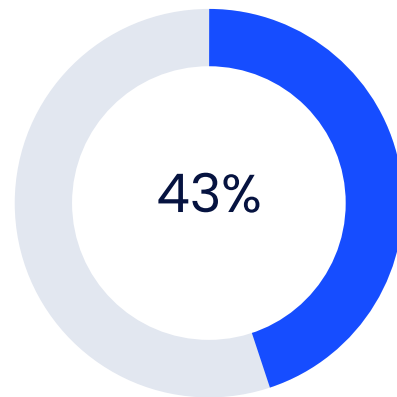
of consumers say they pay attention to the estimated vs. actual time-in-transit

Speed



of consumers rank shipping speed as one of the top reasons to shop at a brand

Cost



of abandoned carts are due to high shipping costs

Sources: [SCU: The State of Shipping Report, 2022 - Why Faster Shipping Matters](#)

Priority #2

Delivery of
goods-to-person faster

Priority #2

Delivery of goods-to-person faster



Delivery speed is a top consideration for online shoppers



Free shipping would make customers more likely to shop online



Same-day and next-day delivery options have become increasingly popular among customers



The demand for faster delivery options is expected to continue to grow in the future

Priority #2

Delivery of goods-to-person faster comes with its own set of challenges



Retailers must have efficient inventory management systems in place to quickly and accurately distribute inventory across multiple locations



Retailers must be able to coordinate with carriers to ensure timely pickup and delivery, and must be able to handle a high volume of orders



Retailers must be able to identify and address operational bottlenecks that can slow down order processing and delivery times, including issues related to order fulfillment, shipping, and delivery

Priority #3

Greater workforce
efficiency

Warehouse management systems are critical

Improve Order Accuracy

- Reduces errors in order fulfillment
- Delivers the correct product on time
- Decreases the need for returns and exchanges

Fast Order Processing

- Reduces lead times
- Increases productivity and efficiency
- Enables quicker response to changing customer demands

Real-time Inventory Visibility

- Provides accurate and up-to-date information on inventory levels
- Enables better forecasting
- Reduces stockouts and overstocks

Efficient Returns Processing

- Simplifies the returns process
- Reduces costs associated returns and exchanges

Accurate and Timely Order Tracking

- Provides visibility into the order fulfillment process
- Real-time order status tracking

Priority #3

Greater workforce efficiency

High employee turnover

**49% in
warehouses**

leads to inefficiencies,
human error, and safety
concerns

Outdated warehouse layouts

Rise of AGV/AMR

exposes companies to
risks in employee safety

Layout challenges

50% of all time

in a warehouse is spent
on people walking and
picking

Priority #3

Greater workforce efficiency

Tips



Picking Process



Layout



First in, First out



Automation



Integrations

Priority #4

Investing in technology
to drive efficiency

Priority #4

Investing in Technology to Drive Efficiency

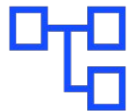
Automation technology has shifted to where it is no longer a 'nice to have' in the warehouse, but an absolute must have.

80% of shippers say that technology is important or very important to their shipping operations

Automation technology can increase productivity in the warehouse by up to **800%**

Companies that invest in technology to drive efficiency in their warehouse operations are **2X** as likely to achieve above-average profitability

What is the most sought-after technology to implement or upgrade in 2023?



#1

Warehouse Management System



53%

Plan to implement or upgrade a WMS in the coming year

How do you know when it's time to implement or update your WMS?

Ask yourself

- ✓ **Are you able to keep up with the distribution of online orders?**
- ✓ **Are your day-to-day activities manageable?**
- ✓ **Are you experiencing any challenges with inventory management or planning?**
- ✓ **Are you able to deliver your orders on time?**
- ✓ **Were your customers happy with their shopping and delivery experiences?**

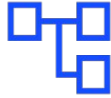
What should you look for in a WMS



Order Management



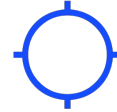
Inventory Management



Warehouse Management



Transportation Management



Merchant App



Global Network



Picking and Packing



Analytics



Easy Integrations



Multi-carrier Shipping Options

End-to-end fulfillment that provides an unparalleled experience

Introducing ShipBob WMS, featuring EasyPost Shipping

ShipBob is a global omnifulfillment solution trusted by 7,000+ brands to ship orders from everywhere their customers shop. From personalized and memorable unboxing experiences to faster shipping, ShipBob provides best-in-class supply chain solutions and fulfills global orders to meet customer expectations.



2-day Shipping

Rapid, on-time delivery with 2-day shipping coverage across the continental U.S. and powered by EasyPost



Custom Packaging

Unforgettable unboxing experiences to help brands stand out and leave a lasting impression



Omnichannel and B2B shipping

Order fulfillment for online and offline channels as well as retail connections that enable EDI-automated workflows



Global Fulfillment

Order fulfillment throughout the United States, United Kingdom, European Union, Canada, and Australia



ShipBob WMS

Flexible WMS that powers in-house operations and leverages ShipBob's global fulfillment network simultaneously



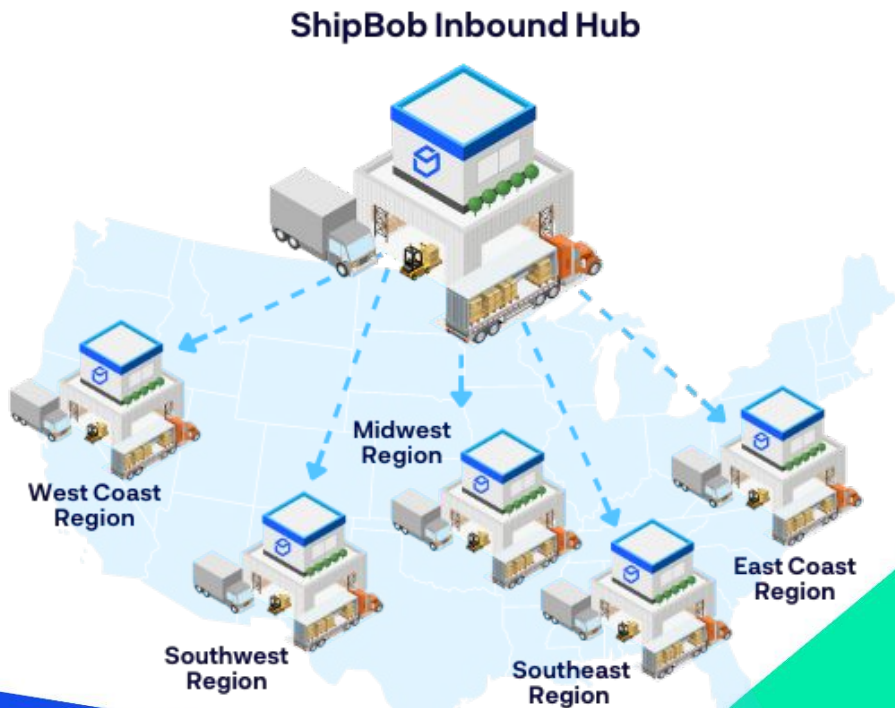
Open API and integrations

Pre-built integrations or build-your-own integration with ShipBob's developer friendly REST API.

Distribute inventory closer to your customers

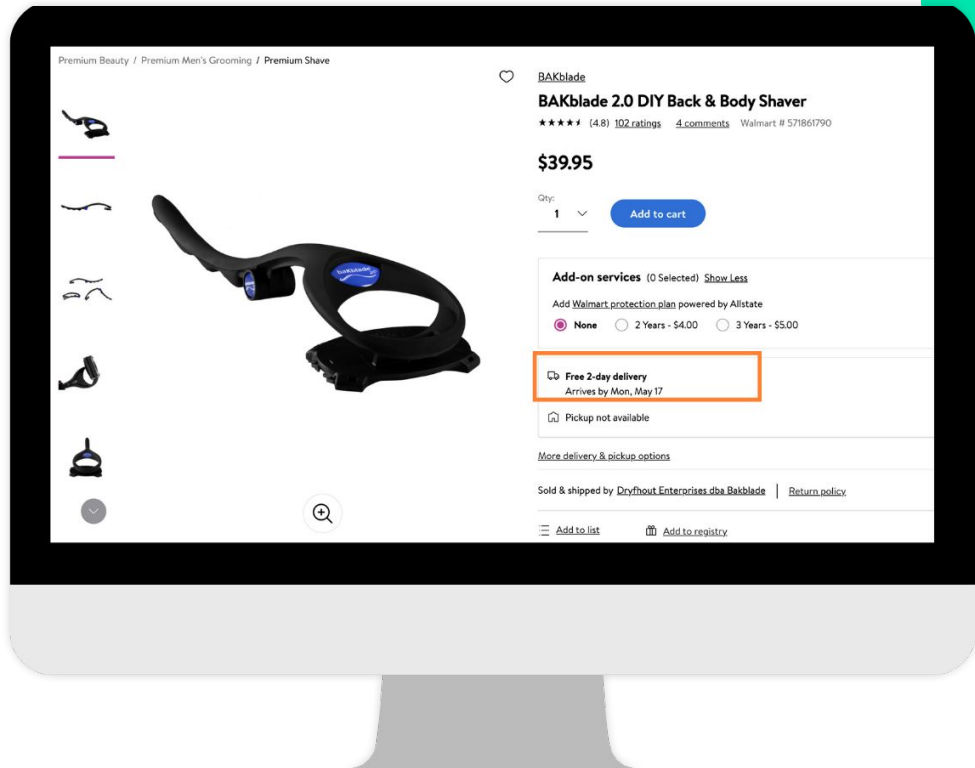
Benefits:

- Improve inventory availability
- Deliver on fast shipping expectations
- Decrease shipping costs
- Lower transport-related emissions
- Reduce carbon footprint per package



Drive conversions with clear shipping data

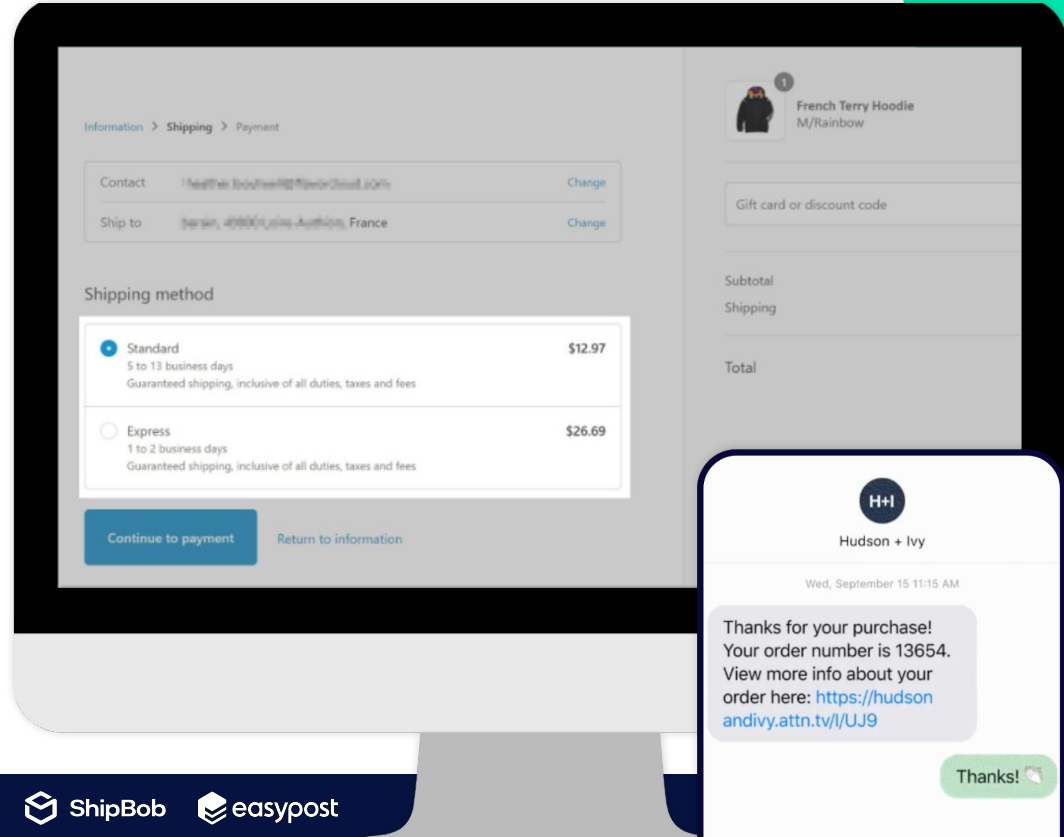
- Drives awareness when paired with product badging
- Converts more shoppers by reducing cart abandonment
- Increases AOV when paired with free shipping thresholds
- Builds trust through transparency



Deliver full tracking visibility throughout the shipping process

Over-communicate during the delivery process:

- Transparent costs and timelines in checkout
- Custom tracking pages
- Shipping updates via email and SMS
- Support channels with real-time data



Q&A



Thank you.