

UK retailers plan more delivery options, Parcelhub survey shows

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Many SME retailers in the UK plan to offer additional delivery services, better returns solutions and more parcel tracking along with ‘green’ delivery options in future, according to a survey by multi-carrier delivery management Parcelhub. These were some of the main findings of a survey of 100 British B2B and B2C mid-market retailers to understand how they are responding to the demands that customers place on them for flexible delivery options. Asked about their future delivery developments, 41% of respondents said they will adopt a ‘green focus’, while 35% will offer additional delivery options. Another 29% want to work on returns solutions and 27% want to implement proactive tracking technology. Additionally, 24% of the B2B and B2C retailers plan on introducing new delivery regions, with 13% wanting to push for the outsourcing of fulfilment in future. In terms of delivery timescales, 68% of the interviewees provide 48-hour delivery, while 61% offer next day delivery. In contrast, only 55% allow returns of their products as standard.

Source: <https://www.cep-research.com/news/uk-retailers-plan-more-delivery-options-parcelhub-survey-shows>