

EXCEPTIONAL ORDER FULFILLMENT

Transforming the Final Mile of the Customer Journey



Many merchants assume that their website's purchase page is the final destination of the customer journey, but in many ways it's only the beginning. By approaching order fulfillment from a fresh perspective, brands may find several unique opportunities to extend engagement and drive additional revenue.

A NEW SET OF STANDARDS



Expectations are evolving!



100% ORDER ACCURACY
is only the first rule of customer satisfaction

Customers seek companies that offer:

- DISCOUNTED SHIPPING OPTIONS
- DETAILED TIMELINES
- REAL-TIME TRACKING CAPABILITIES



NEARLY HALF OF CONSUMERS aren't willing to wait **more than 5 days** for product receipt



THE PROFITS OF PROGRESS



*Availability of inexpensive shipping rates is **THE NO. 1 FACTOR** influencing the probability of customer referrals*



9 IN 10 ONLINE SHOPPERS admit that free shipping entices them to spend more



Superior customer loyalty can be fostered by brands that include specialized recommendations, complimentary treats and review requests inside parcel packaging



A PARTNER YOU CAN TRUST



*WineDirect's bicoastal distribution centers **CAN REACH 85%** of U.S. wine consumers within 2 business days*



Next-generation warehouse automation processes prevent inaccurate orders from ever leaving the facility



WineDirect commits to strict SLAs and empowers partners with real-time visibility over KPIs

