ProShip

THE PROSHIP REPORT

Navigating the Future of Parcel Shipping 2024

Executive Summary

- *High-volume parcel shipping is a cornerstone of e-commerce success. Understanding the strategies and challenges faced by high-volume shippers is crucial for navigating this dynamic landscape. This report analyzes data from 209 high-volume shippers, including ProShip customers, to shed light on their fulfillment preferences, carrier selection criteria, and pressing operational concerns.*

Key Findings:

- Utilizing multiple distribution centers is the **dominant** fulfillment strategy, but a significant portion utilizes a mix of fulfillment locations including stores, Third-Party Logistics providers (3PLs), and drop ship vendors.
- On-time delivery and cost control are **paramount** when choosing shipping carriers. Tracking visibility and customer service also play a significant role.
- Standard ground service is **most prevalent**, but high-volume shippers leverage a mix of expedited, international, and same-day options based on their needs.
- Visibility and tracking pose **major challenges**, alongside cost control and delivery timeliness. Improving data-driven decision making and achieving faster deliveries are top priorities.
- Automation and alternative fuels are perceived as the **most impactful** emerging technologies, but some hesitancy exists due to cost and implementation hurdles.
- Labor shortages, rising costs, and evolving customer expectations are **top concerns** for the future of high-volume shipping.

By understanding the current landscape and future challenges, stakeholders can develop strategies to enhance efficiency, meet customer demands, and navigate the evolving parcel shipping landscape.

73%

The percentage of increase in the number of packages the average American received in a year between 2017 to 2022.

(Source: Capital One Shopping Research 2024)

Demographics

This report analyzes data from a survey of high-volume parcel shippers, providing insights into their industry, daily shipping volume, and departmental representation. Here's a breakdown of the key demographics:

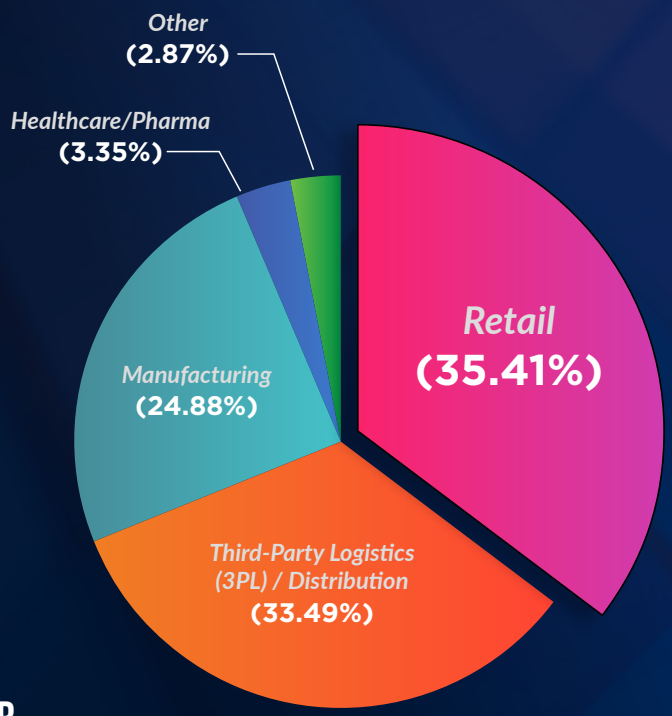
Industry

The survey audience represents a diverse range of industries, with the highest concentration in **Retail (35.41%)** and **Third-Party Logistics (3PL) / Distribution (33.49%)**. This is followed by **Manufacturing (24.88%)**, and a smaller portion from **Healthcare/ Pharma (3.35%)** and **Other (2.87%)**. *See Chart 1, right.*

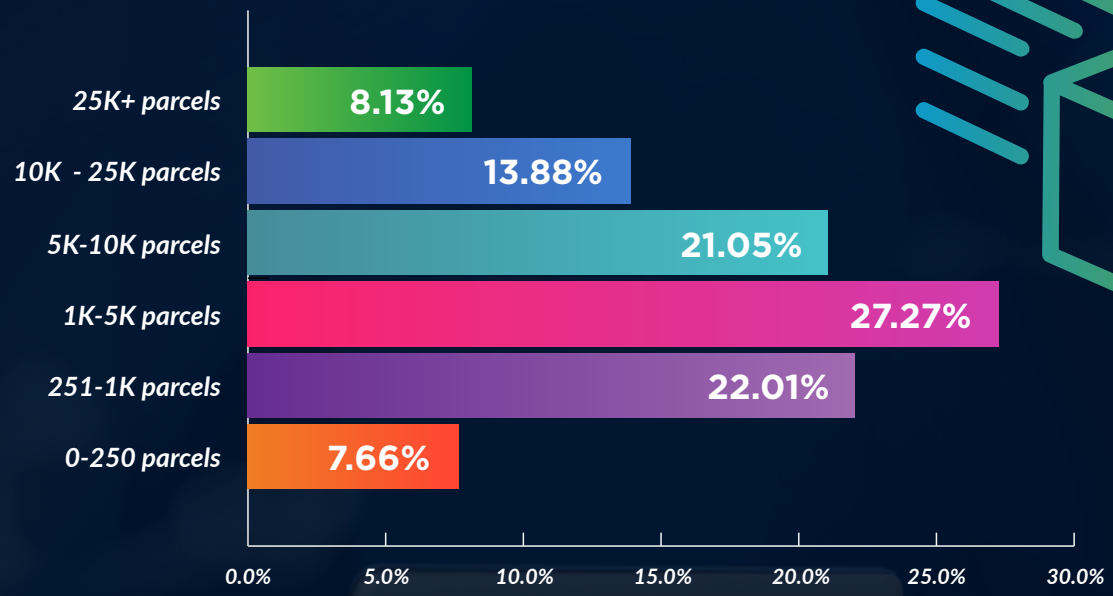
Average Daily Parcel Volume

A significant portion of respondents **(27.27%) ship between 1,000 and 5,000** parcels daily. This is followed by those shipping **251-1,000 parcels (22.01%)** and **5,000-10,000 parcels (21.05%)**. Companies shipping **0-250** parcels daily make up a smaller segment **(7.66%)**, while those **exceeding 25,000** parcels daily represent **8.13%** of the respondents. *See Chart 2, below.*

1 IN WHICH INDUSTRY DOES YOUR COMPANY OPERATE?



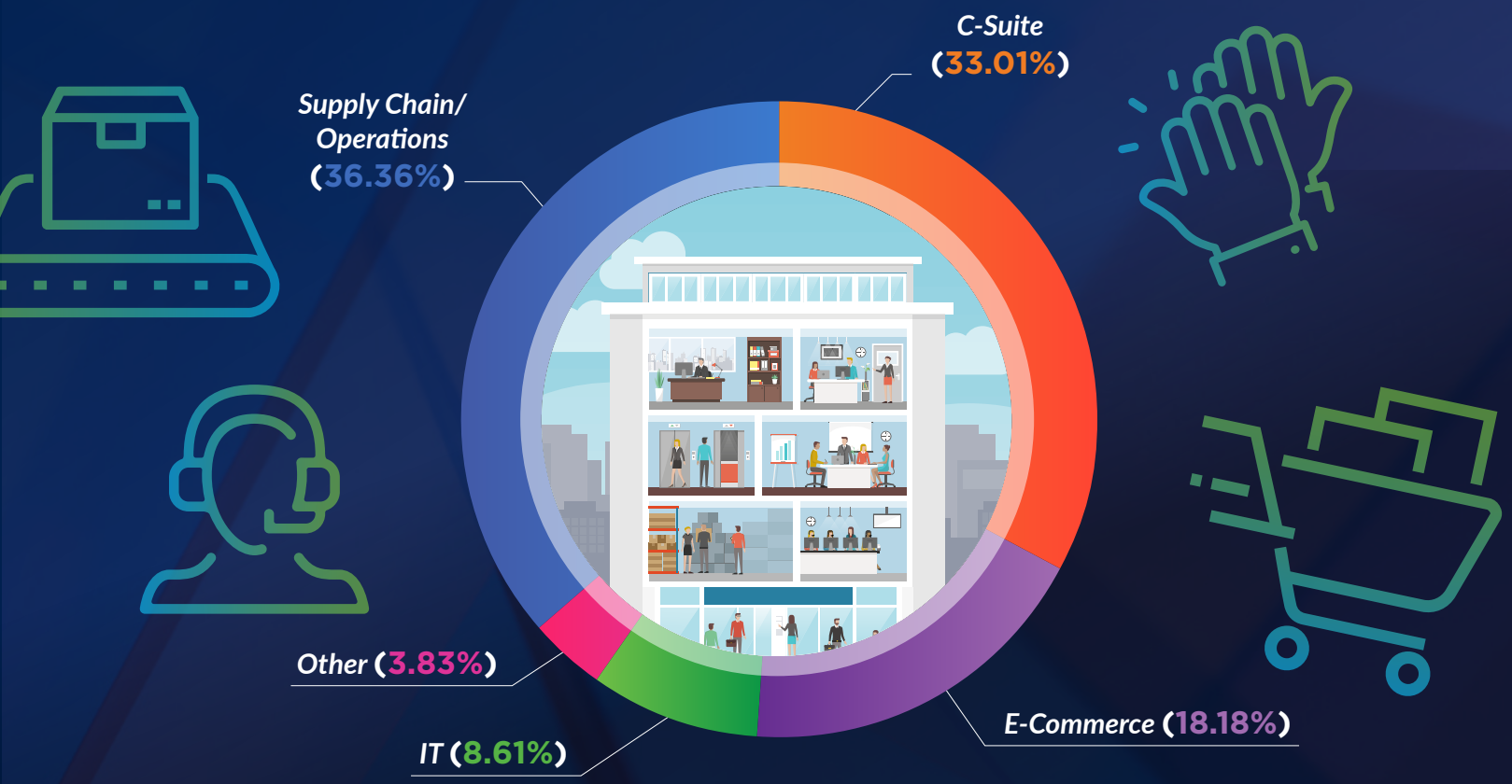
2 ON AVERAGE, HOW MANY PARCELS DOES YOUR COMPANY SHIP PER DAY?



Demographics

The survey garnered responses from a variety of departments within shipping organizations. The largest segment came from **Supply Chain/Operations (36.36%)**, followed by the **C-Suite (33.01%)**. **E-commerce (18.18%)** and **IT (8.61%)** departments are also well-represented, with a smaller portion classified as **Other (3.83%)**. *See Chart 3, below.*

3 WHAT DEPARTMENT DO YOU WORK IN?



Key Takeaways

This breakdown of demographics highlights the diverse range of industries and company sizes represented in the survey. It also demonstrates the involvement of various departments within these organizations that are concerned with high-volume parcel shipping operations.

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INTRODUCTION

Unveiling the Strategic Power of High-Volume Parcel Shipping

The constant stream of delivery boxes on our doorsteps is a clear sign of the e-commerce boom. But for businesses that manage a high volume of outgoing parcels, simply processing high quantities of shipments isn't enough. Efficiency becomes paramount. Successful high-volume parcel shipping transcends simply "having" a lot of shipments. It's a meticulously planned approach to ensure products reach customers quickly and cost-effectively.

High-volume parcel shipping is the lifeblood of e-commerce success for retailers, manufacturers, Third-Party Logistics (3PL) companies, and healthcare/pharma shippers, ensuring a steady stream of products reaches customers quickly and efficiently. We'll explore how these companies fulfill large orders, the criteria used to select carriers, and the pressing challenges they face. We'll also dive into emerging technologies and trends shaping this dynamic industry.

By drawing insights from this report, you'll gain a comprehensive understanding of the evolving parcel shipping landscape. This knowledge equips you to optimize your own shipping operations, stay ahead of the curve, and ensure seamless and efficient delivery of your products.

7.1B

The United States Postal Service's total shipping and package volume in 2023.

(Source: USPS Postal Facts)

CURRENT STATE OF PARCEL SHIPPING

Unveiling Industry Trends, Challenges, and Opportunities

The data drawn from our survey paints a vivid picture of the current state of high-volume parcel shipping across various industries. Let's dissect key trends, challenges, and opportunities that emerged.

Fulfillment Strategies

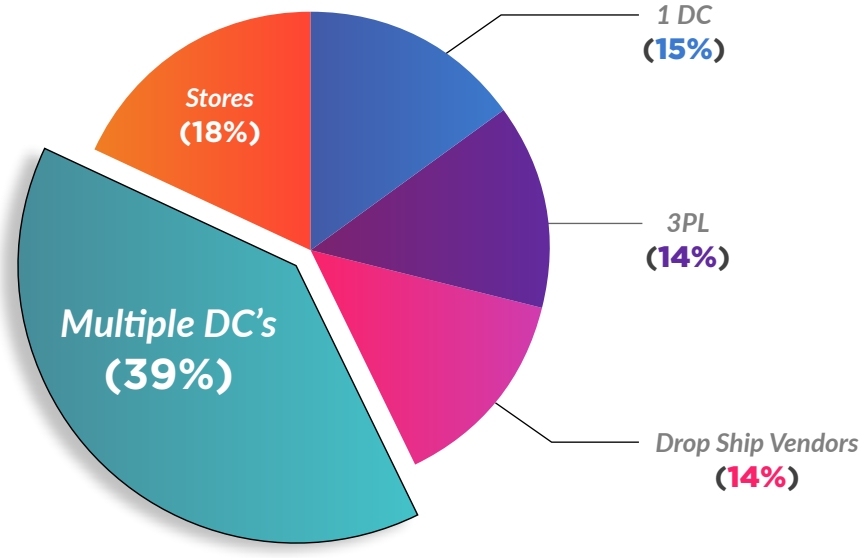
Distribution Centers (DC's) Reign Supreme

A significant portion of high-volume shippers leverage multiple distribution centers to fulfill orders. This strategy ensures wider geographic reach and faster delivery times.

The Rise of Multi-Location Fulfillment

The data indicates a growing trend of utilizing a mix of fulfillment locations, including stores, 3PLs, and drop ship vendors. This approach caters to specific customer needs and optimizes inventory management.

4 FROM WHICH LOCATION(S) DO YOU FULFILL YOUR PARCEL SHIPPING?



$1.3T

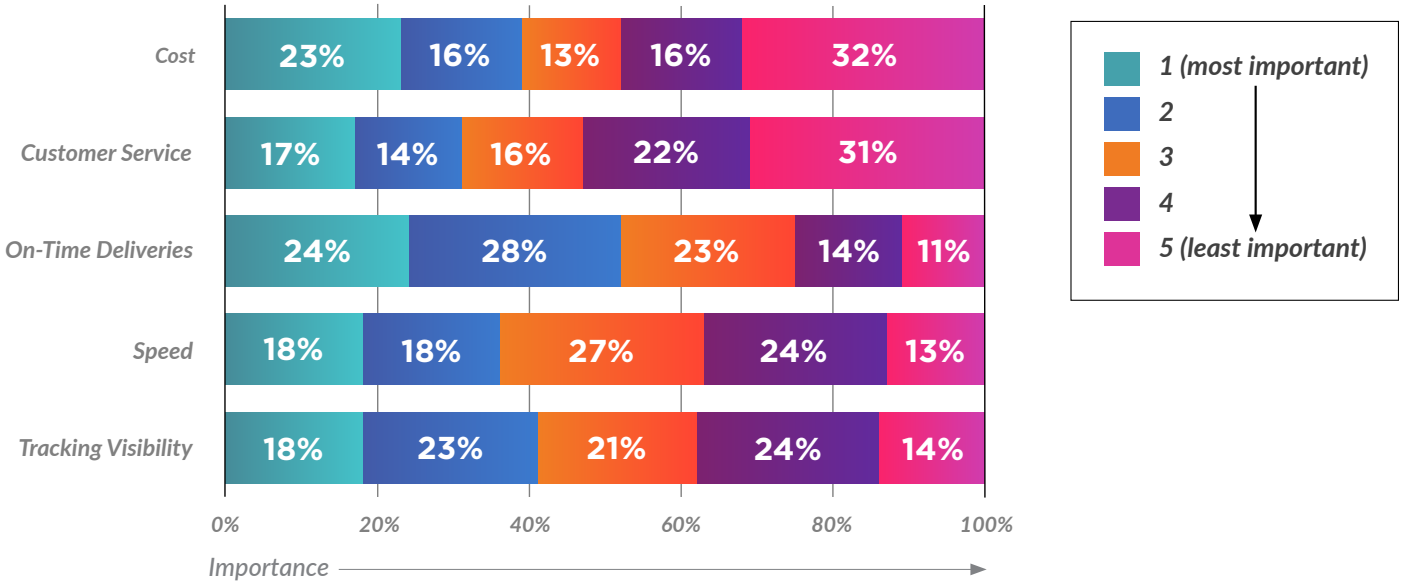
Expected global third-party logistics (3PL) market valuation by 2031.

(Source: Allied Market Research)

Carrier Selection Criteria

When it comes to carrier selection, high-volume shippers navigate a crucial trade-off: cost-effectiveness versus delivery speed. While both factors influence decisions, the survey data reveals interesting insights:

5 WHEN CHOOSING A SHIPPING CARRIER, WHAT FACTORS ARE MOST IMPORTANT TO YOUR COMPANY?



Cost Consideration

Cost is a significant factor, but the data suggests some potential confusion or divided priorities. While **23%** of respondents ranked it as the single most important factor, a surprisingly high number **(32%)** ranked it least important. This might indicate that cost is a major concern for some shippers, while others prioritize speed or other factors due to their customer base's preferences.

Speed Considerations

Speed isn't the dominant factor, but it holds weight. **18%** of respondents ranked speed as the most important factor, and **69%** *(combining those who ranked it 2, 3, or 4)* consider it somewhat important.

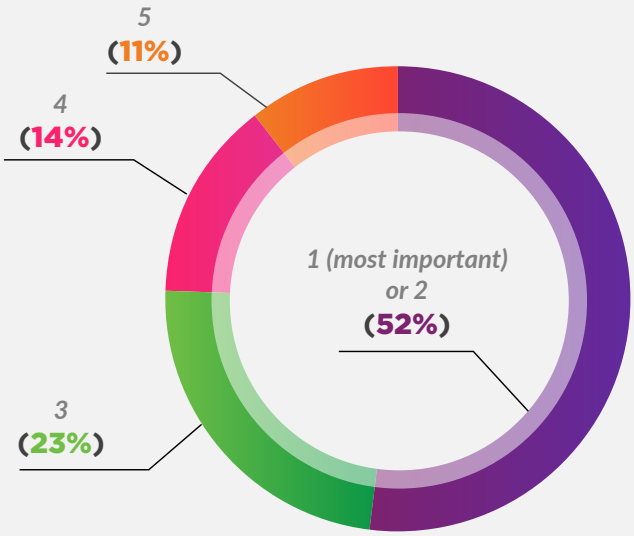
Transparency and Visibility

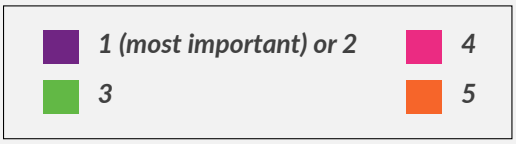
Efficient tracking allows high-volume shippers to monitor shipments, improve customer satisfaction, and potentially address delivery issues proactively. While customer service wasn't ranked as highly, the ability to track shipments and receive clear communication throughout the shipping journey remains important to shippers. Carriers that offer robust tracking functionalities and proactive communication contribute to a more positive overall experience for high-volume shippers.

6 HOW IMPORTANT ON-TIME DELIVERY IS WHEN CHOOSING A SHIPPING CARRIER

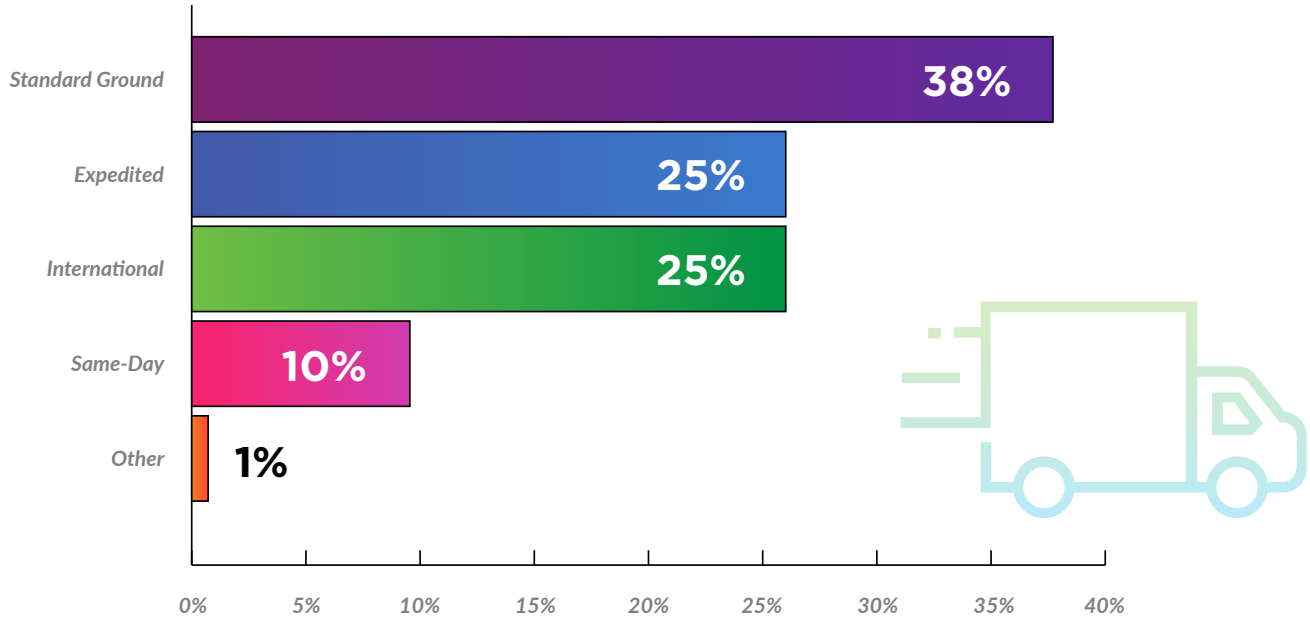
On-Time Deliveries

Over half of respondents **(52%)** ranked on-time deliveries as either a 2 or 1 *(the most crucial factor)*. High-volume shippers prioritize carriers with a proven track record of consistent and reliable delivery performance.





7 WHAT SHIPPING SERVICES DOES YOUR COMPANY UTILIZE MOST FREQUENTLY?



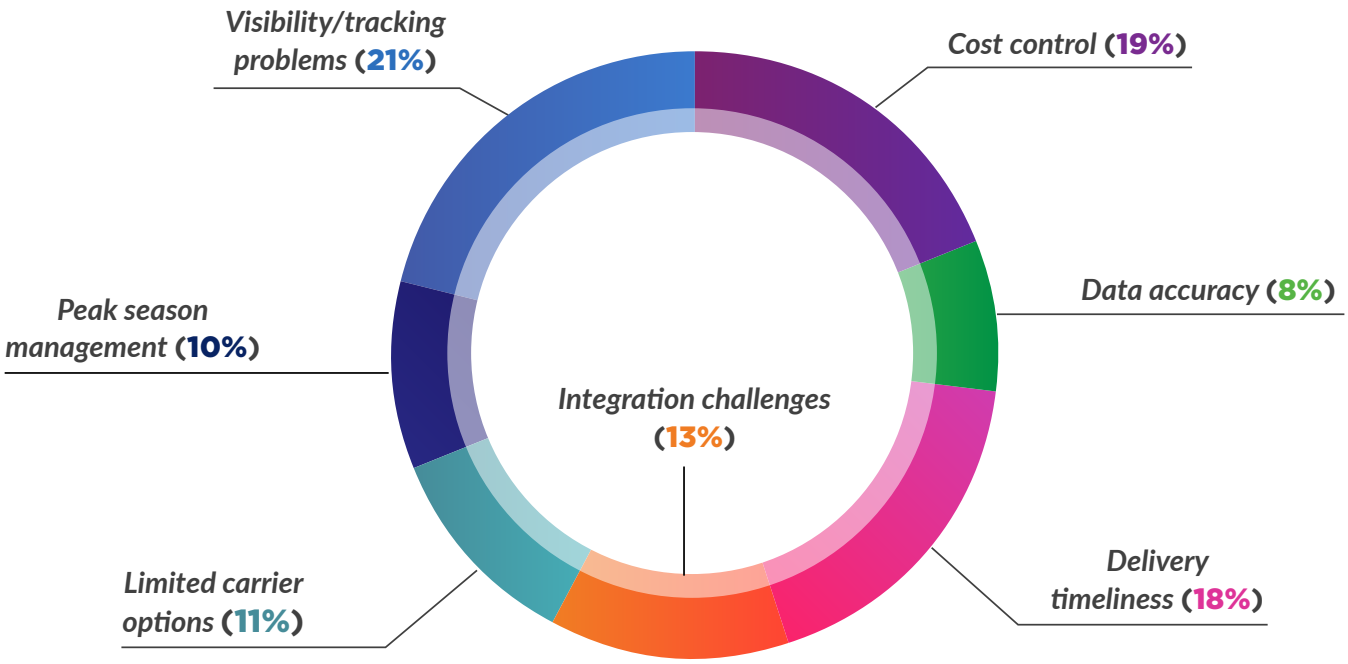
A Mix of Service Options

The data demonstrates that standard ground service remains the most frequently used option for cost-effectiveness. However, high-volume shippers strategically utilize expedited, international, and same-day services based on urgency and delivery distance.

Challenges and Priorities

This section explores the key challenges and priorities identified by high-volume shippers, highlighting areas for improvement and strategic considerations.

8 WHAT ARE THE BIGGEST CHALLENGES YOU FACE IN YOUR CURRENT PARCEL SHIPPING OPERATIONS?



Focus on Cost-Efficiency and Speed

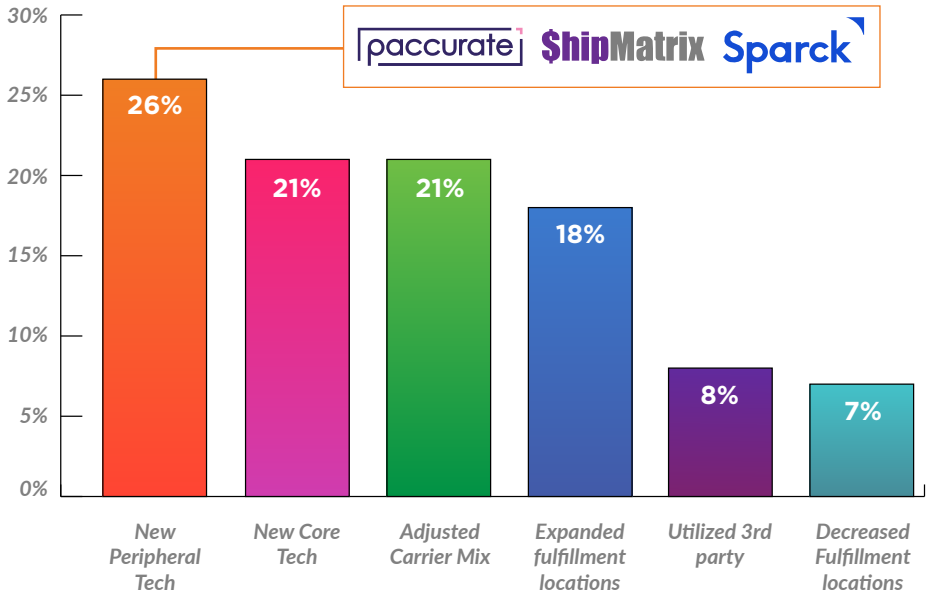
A significant portion of respondents identified cost control and timely deliveries as top challenges (**over 35%**). This aligns with the previous section on carrier selection, where cost and delivery timeliness issues were highlighted as key decision factors.

Balancing Visibility and Accuracy

While data accuracy wasn't a major concern at less than **8%**, ensuring clear visibility throughout the shipping journey emerged as a significant challenge (**nearly 22%**). This indicates a need for improved data management and robust tracking functionalities. Addressing these concerns can contribute to a more positive customer experience. Additionally, challenges with integrating shipping software with existing systems emphasize the need for seamless operations to optimize costs.

Challenges and Priorities *(continued)*

9 BRIEFLY DESCRIBE ANY RECENT CHANGES YOU'VE MADE TO YOUR PARCEL SHIPPING OPERATIONS TO ADDRESS CHALLENGES OR IMPROVE EFFICIENCY.



Sustainability Questions

The survey revealed a growing focus on sustainability, with a majority of respondents acknowledging its importance. However, in another question, respondents ranked implementing sustainable practices lower compared to priorities like reducing shipping costs and achieving faster delivery times. This suggests that while high-volume shippers want to make sustainability efforts a priority, likely cost-efficient strategies are blocking it.

Data-Driven Decision Making on the Rise

In another question in the same survey, shippers shared that enhancing data-driven decision making wasn't a top current priority at only 8%. However, the high adoption rate of new technologies (both core & peripheral) at nearly 50% suggests a growing focus on leveraging technology for better data management and analytics. By effectively harnessing data, high-volume shippers can optimize their operations and achieve cost reductions.

Prioritizing Speed, Tracking, and Network Optimization

Faster delivery times and improved tracking capabilities ranked among the top priorities, underscoring the increasing customer demand for fast and transparent deliveries. Optimizing warehouse and fulfillment logistics, along with expanding carrier networks, further highlights the need for strategic planning to meet these evolving customer expectations.

Embracing Technology & Partnerships

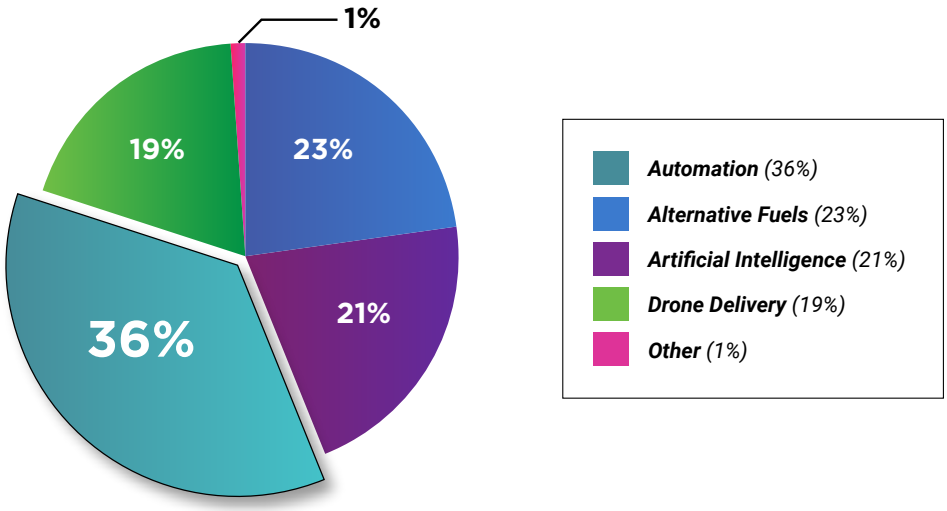
With half of respondents indicating a high adoption rate of new technologies, including new core technology and new peripheral technology, they are showing a willingness to embrace technological solutions for operational improvements. Additionally, frequent adjustments to carrier mixes suggest that high-volume shippers are actively evaluating and optimizing their partnerships to achieve better cost efficiency and service levels.

FUTURE OUTLOOK

Embracing Innovation in a Dynamic Landscape

The high-volume parcel shipping industry stands at the precipice of significant change, driven by emerging technologies and evolving customer expectations. This section explores the trends shaping the future and the challenges and opportunities that lie ahead.

10 WHAT EMERGING TECHNOLOGIES DO YOU BELIEVE WILL HAVE THE BIGGEST IMPACT ON PARCEL SHIPPING IN THE NEXT 3-5 YEARS?



Automation and Technology as the Future of High-Volume Shipping

Automation on the Rise

Automation is anticipated to have the biggest impact on the industry (**36%** of respondents). This aligns with the previously mentioned high adoption rate of new peripheral technology, suggesting a strong focus on automating tasks to streamline operations and potentially reduce labor costs.

80%

Of customers are willing to wait for sustainable delivery.

(Source: Roadie 2024)

Automation and Technology as the Future of High-Volume Shipping *(continued)*

Building a Sustainable Future

While the adoption likelihood for alternative fuels **(23%)** is not overwhelming, a significant portion of respondents remain positive about the environment. In another question in the same survey, shippers were asked about the importance of sustainable shipping practices to their company. In that survey, nearly **54%** agree that it's very important and **37%** agree that it's somewhat important. While there is a growing awareness of sustainability, we could see potential hesitation due to factors like cost or infrastructure limitations. As regulations and environmental concerns continue to evolve, the adoption of alternative fuels is likely to accelerate.

Embracing AI and Data-Driven Optimization

Over 1 in 5 high-volume shippers recognize the potential of Artificial Intelligence (AI). This technology can analyze vast amounts of data to identify the most efficient delivery routes and more, potentially reducing costs and fuel consumption.

The Human Element: Labor and Security

Labor Shortages and the Role of Automation

Labor shortages and rising labor costs emerged as the most significant concern. Automation can help address these challenges, but it's crucial to develop strategies for workforce training and upskilling to ensure a smooth transition.

Data Security in a Connected Supply Chain

Data security in a more connected supply chain also requires careful consideration **(15%)** *(see chart 11 on next page)*. Implementing robust cybersecurity measures will be essential for protecting sensitive data and mitigating risks.

Balancing Costs with Evolving Customer Expectations

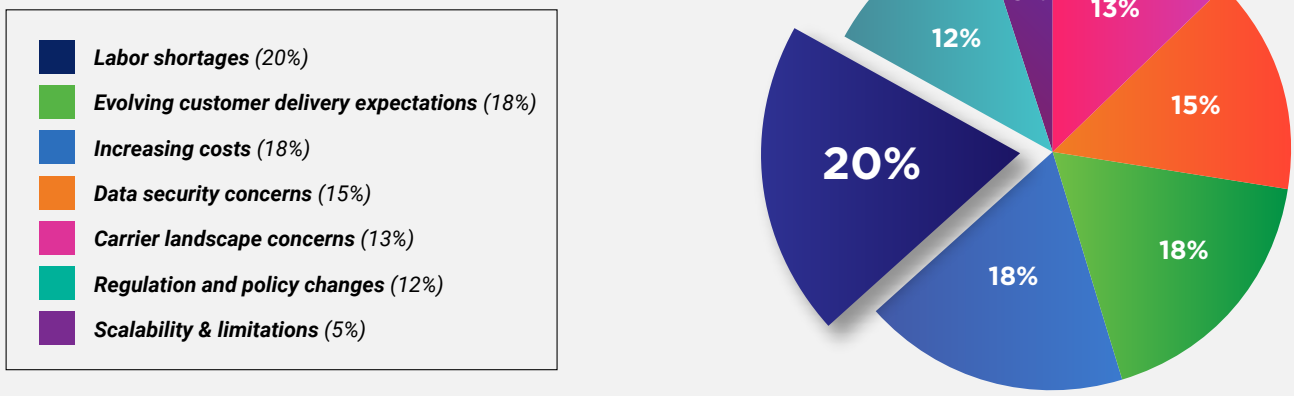
Increasing shipping costs **(18%)** and evolving customer delivery expectations **(18%)** present a complex challenge *(see chart 11 on next page)*. Customers are increasingly demanding faster delivery times and greater convenience. High-volume shippers must navigate this landscape by optimizing their operations to control costs while exploring strategies to meet or exceed customer expectations. This may involve exploring innovative fulfillment solutions, optimizing carrier selection, and leveraging advanced shipping technology, such as multi-carrier shipping software, to improve efficiency throughout the supply chain.

The Human Element: Labor and Security *(continued)*

Additional Considerations

- **Regulations and Policy Changes (12%):** Staying informed about upcoming regulations and potential policy changes that could impact the shipping industry is crucial for proactive planning and adaptation.
- **Carrier Landscape Concerns (13%):** Shippers may face challenges related to limited carrier options, volatile pricing and service levels, and onboarding new carriers. Rationalizing your carrier partnerships to match your shipping needs while staying updated on market trends can help mitigate these risks.
- **Scalability Limitations (5%):** While not a top concern, ensuring existing technology systems can scale to accommodate future growth is essential for high-volume shippers. Regularly evaluating and updating technology infrastructure can help avoid potential bottlenecks and support future expansion.

11 WHAT ARE YOUR BIGGEST CONCERNS REGARDING THE FUTURE OF HIGH-VOLUME PARCEL SHIPPING?

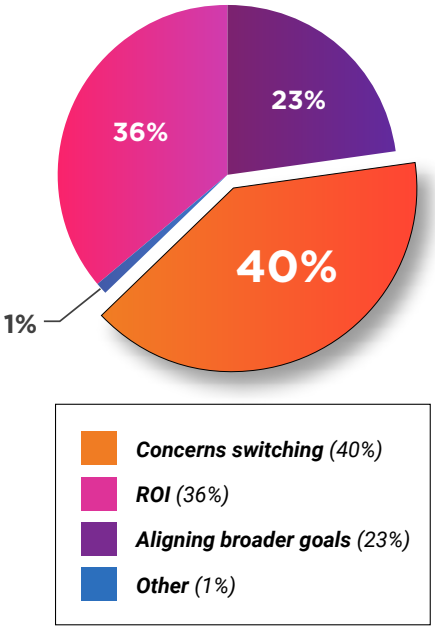


Educating Stakeholders for Success

12 WHAT ARE THE BIGGEST CHALLENGES YOU ANTICIPATE FACING IN EDUCATING YOUR INTERNAL STAKEHOLDERS* ABOUT THE VALUE OF INVESTING IN AN IMPROVED PARCEL SHIPPING SOLUTION?

Overcoming Hurdles Internally

Convincing stakeholders of the value proposition for improved shipping solutions presents some challenges. The survey revealed that overcoming concerns about switching from existing carriers and processes emerged as the top hurdle (40%). This highlights the potential for inertia and resistance to change within organizations. Demonstrating a clear return on investment (ROI) (36%) also ranked high as a challenge.



** Management, executives, etc.*

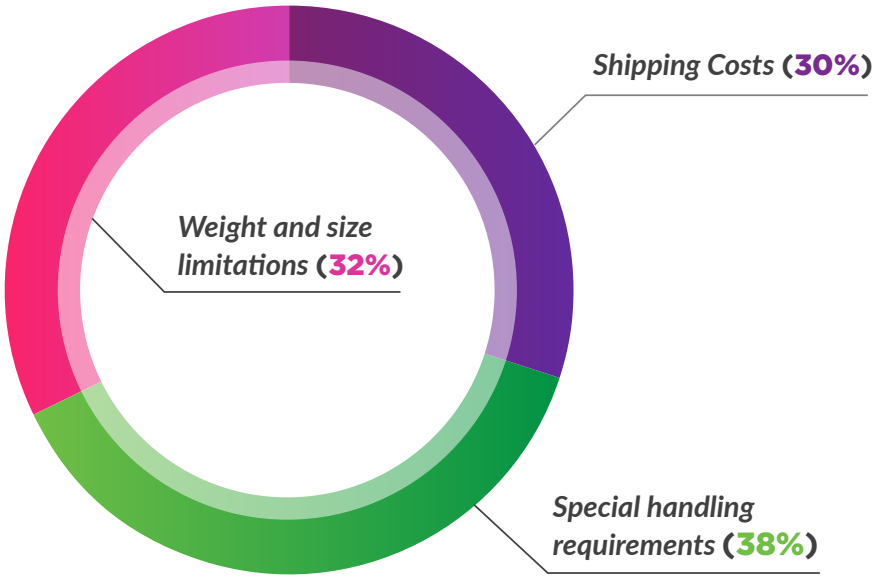
INDUSTRY-SPECIFIC INSIGHTS

A Look at Key Challenges and Strategies

High-volume parcel shipping presents unique challenges and opportunities across different industries. Here's a glimpse into some noteworthy considerations for each sector.

Manufacturing

13 WHAT ARE THE MOST COMMON CHALLENGES YOU FACE WHEN SHIPPING MANUFACTURED GOODS?



Special Handling Expertise

A significant portion of manufacturers (**nearly 40%**) identified special handling requirements as a major challenge. Partnering with carriers experienced in handling fragile, hazardous, or other specialized goods can ensure the safe and compliant delivery of manufactured products.

2.87T

In 2024, manufacturing contributed $2.87 trillion to the US economy. For every $1 spent in manufacturing, the total impact on the economy is $2.69.

(Source: National Association of Manufacturers)

Retail

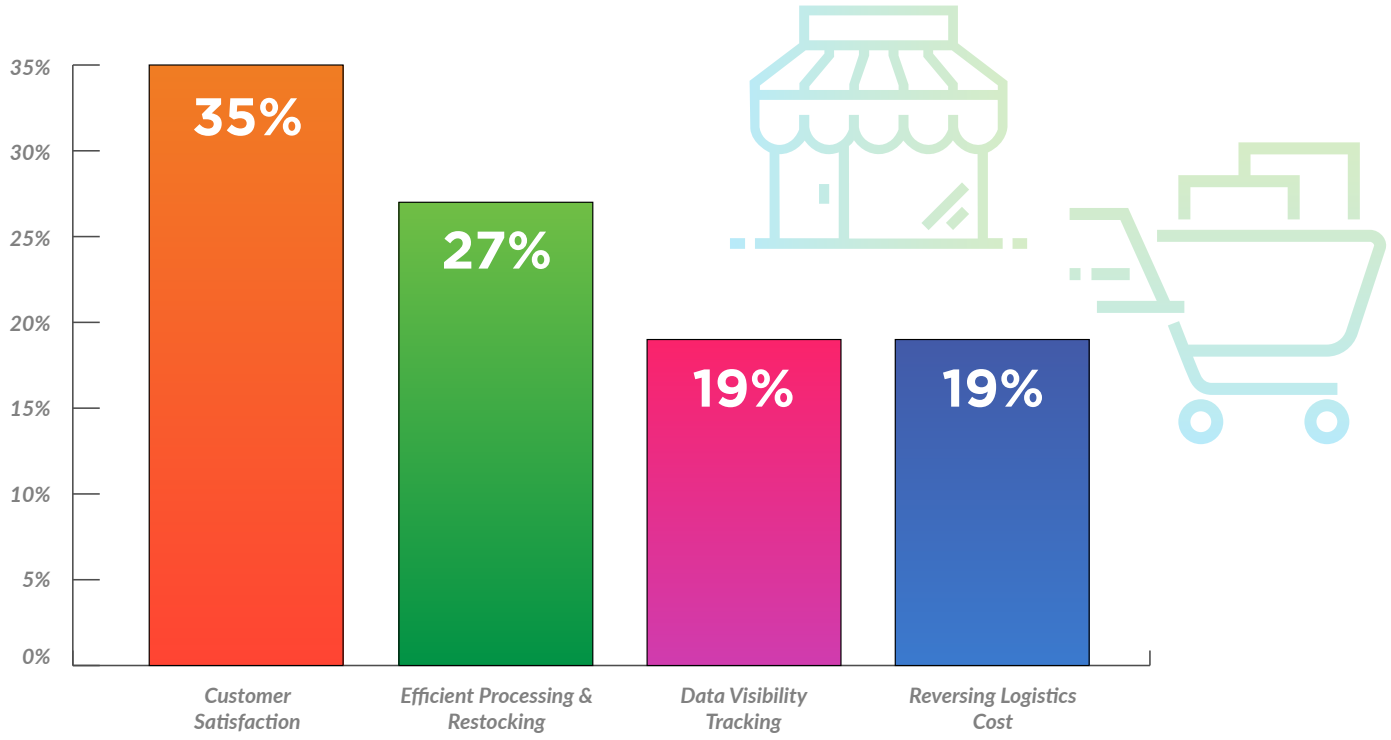
Prioritizing the Customer Experience

While managing high-volume shipping presents numerous logistical challenges, the survey data underscores a crucial focus: customer satisfaction. **35%** of respondents identified customer satisfaction as their biggest concern when it comes to returns, highlighting its importance in today's retail landscape.

Though customer satisfaction remains the top concern, the survey also identified other challenges associated with high-volume returns:

- **Efficient Processing & Restocking (27%):** Streamlining internal processes for handling returned items can minimize delays and ensure smooth restocking to meet customer demand.
- **Data Visibility & Tracking (19%):** Having real-time data and tracking capabilities for returned items can improve efficiency and communication with customers.
- **Reverse Logistics Cost (19%):** While not the primary concern, managing reverse logistics costs remains a factor for retailers. Optimizing return processes and potentially negotiating favorable rates with carriers can help mitigate these costs.

14 WHAT ARE YOUR BIGGEST CONCERNS REGARDING MANAGING HIGH VOLUMES OF RETURNS WITHIN YOUR RETAIL SHIPPING OPERATION?



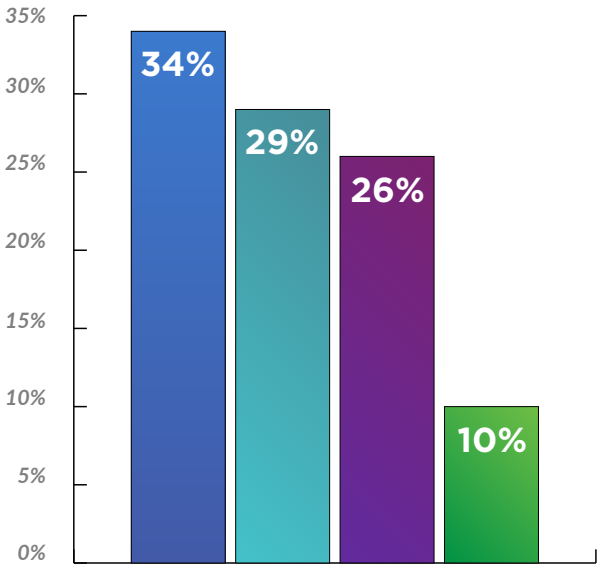
Omnichannel Fulfillment Strategies

Various in-store pickup options was the most frequently selected strategy by retailers at **34%**. Offering a variety of in-store pickup options (e.g., buy online, pick up in store; curbside pickup) can enhance customer convenience and potentially reduce delivery costs for retailers. In addition, a distributed inventory network (**26%**), or storing and shipping inventory from multiple warehouses or fulfillment centers across different regions, and integrated inventory data (**29%**) highlight the importance of faster delivery options to enhance customer convenience.

Peak Shipping Season

Peak seasons bring a surge of challenges for high-volume retailers, with effectively managing order processing and fulfillment (**22%**) being a top concern. Maintaining on-time deliveries (**21%**) and optimizing costs during carrier price fluctuations (**21%**) are also crucial. Clear communication with customers regarding potential delays (**20%**) is essential to manage expectations and maintain satisfaction. Although capacity constraints are no longer the top challenge for shippers during peak season, **15%** still consider it a factor that needs to be addressed. By proactively addressing these challenges, retailers can ensure a smooth and successful peak season.

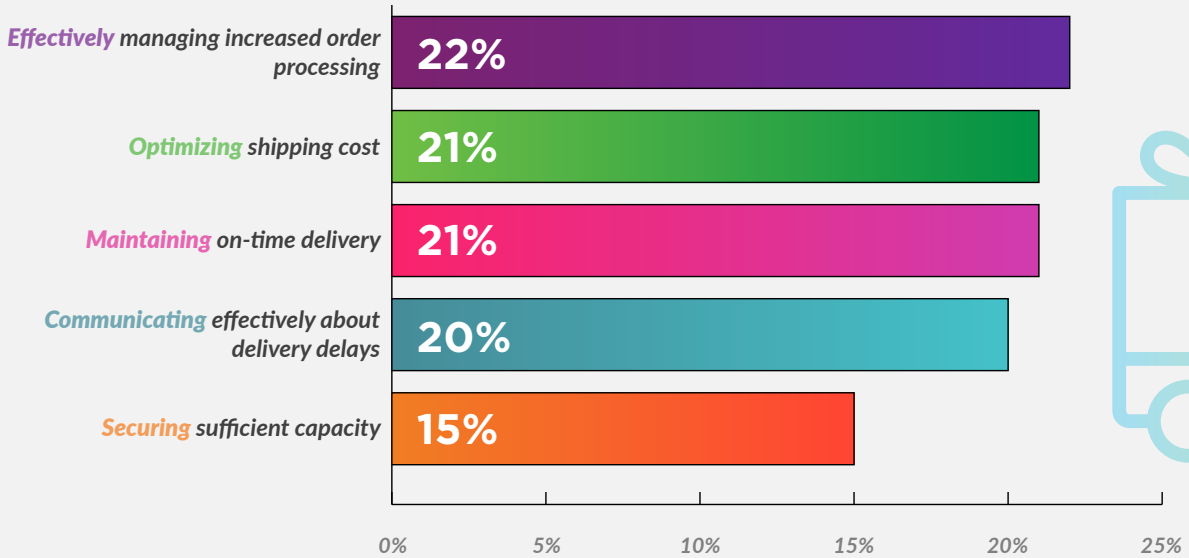
15 HOW DO YOU LEVERAGE OMNICHANNEL FULFILLMENT STRATEGIES* TO MEET CUSTOMER EXPECTATIONS FOR FAST AND CONVENIENT DELIVERY?



*(e.g., buy online, pick up in store; ship-from-store)

- *Various in-store pick-up options*
- *Integrate online & in-store inventory*
- *Distributed inventory network*
- *Partner with a 3PL*

16 WHAT ARE YOUR BIGGEST CHALLENGES IN MANAGING HIGH-VOLUME PARCEL SHIPPING DURING PEAK SEASONS?

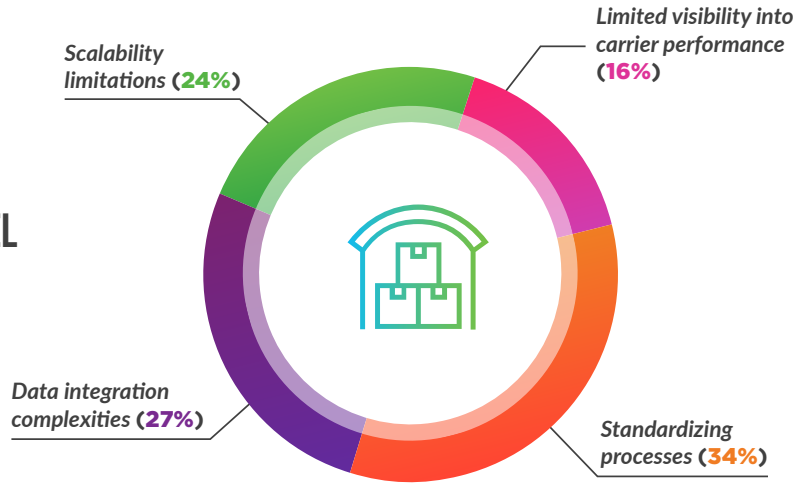


Third Party Logistics (3PL)

Standardization & Integration

Standardizing processes (34%) and data integration complexities (27%) emerged as key challenges for 3PLs. Developing standardized onboarding procedures for new clients and investing in technology for seamless data integration between their systems and those of their clients can streamline operations and improve visibility across high-volume shipping operations.

17 WHAT ARE THE BIGGEST CHALLENGES YOU FACE WHEN INTEGRATING HIGH-VOLUME PARCEL SHIPPING OPERATIONS WITH YOUR EXISTING 3PL INFRASTRUCTURE?

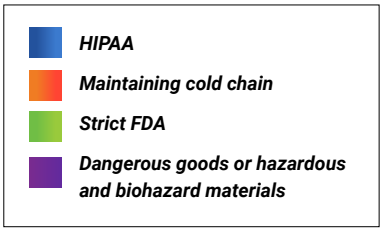


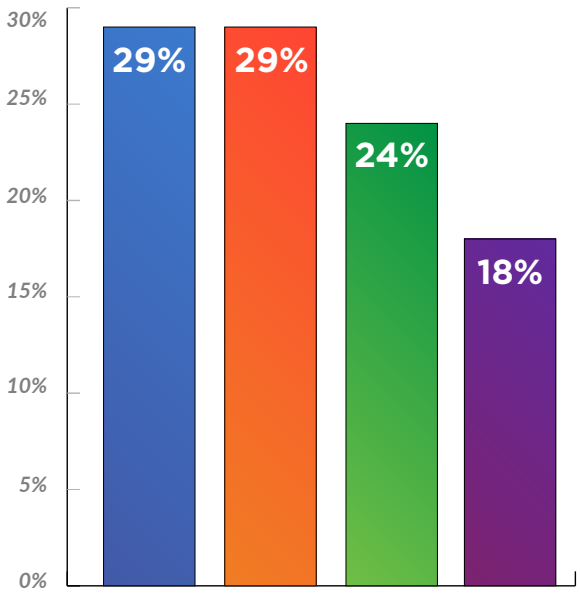
Healthcare

Regulatory Adherence

Healthcare shippers navigate a complex regulatory landscape. The survey indicated that adhering to HIPAA compliance (29%) and maintaining cold chain integrity (29%) were significant concerns. Prioritizing strict adherence to regulations like HIPAA (patient privacy), cold chain management (temperature-sensitive products), and proper handling of hazardous materials is essential for healthcare shippers to ensure compliance and patient safety.

18 WHAT SPECIFIC REGULATIONS AND COMPLIANCE REQUIREMENTS DO YOU NEED TO CONSIDER WHEN SHIPPING HIGH VOLUMES OF HEALTHCARE PRODUCTS?





A DEEP DIVE

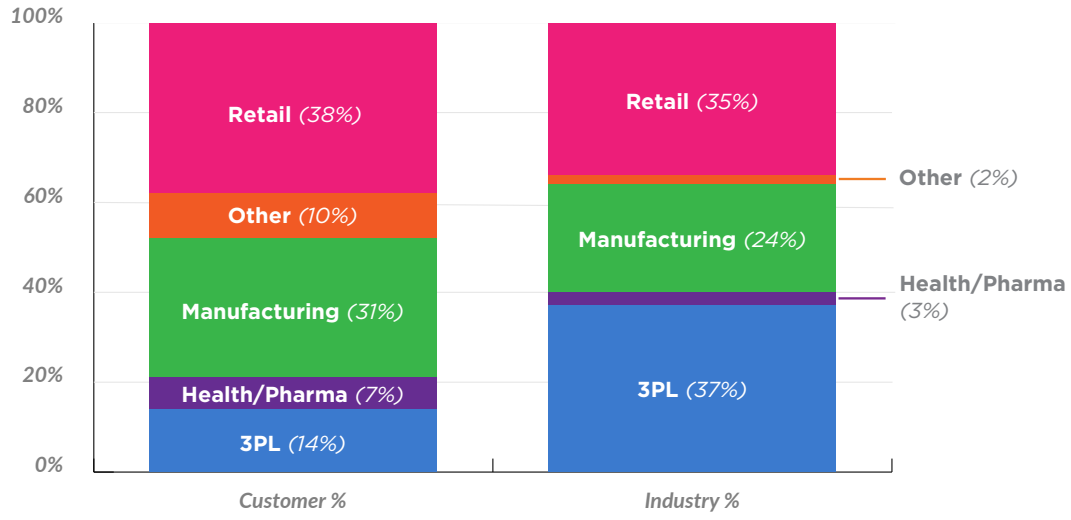
Understanding Our Customers

This section delves deeper into the unique characteristics of the ProShip customer base[1], providing valuable insights into the unique challenges and priorities of high-volume shippers who leverage our solutions. By understanding these nuances, we can continually refine our offerings and tailor our support to best serve their needs.

Customer vs Industry Landscape

Dive deeper into the key demographic difference between our customer base and the broader high-volume parcel shipping industry. Understanding these distinctions is crucial for tailoring our solutions and support to better meet the needs of our customers and the broader parcel industry.

19 IN WHICH INDUSTRY DOES YOUR COMPANY OPERATE?



Industry Breakdown

From those who chose to complete the survey, our customer base exhibits a more balanced industry distribution compared to the overall industry. While both groups have a significant presence in Retail (**38%** vs **35%**) and Manufacturing (**31%** vs **24%**), the industry has a larger representation in the 3PL/Distribution sector (**37%** vs **14%**) while our customers have a stronger presence in Healthcare/Pharma (**7%** vs **3%**).

2+

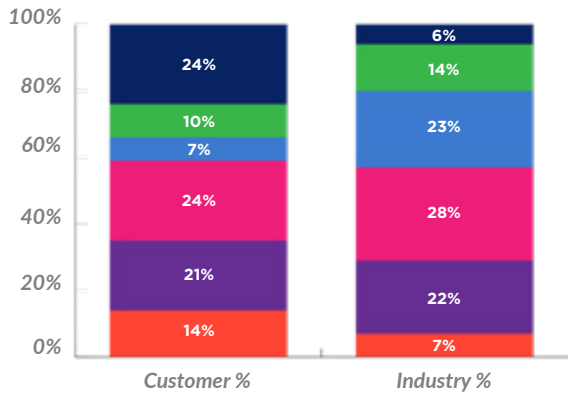
Billion ProShip parcel shipment transactions a year.

(Source: ProShip 2024)

[1] *This is just a portion of ProShip customers and is not representative of the full ProShip customer base.*

Customer vs Industry Landscape *(continued)*

20 ON AVERAGE, HOW MANY PARCELS DOES YOUR COMPANY SHIP PER DAY?

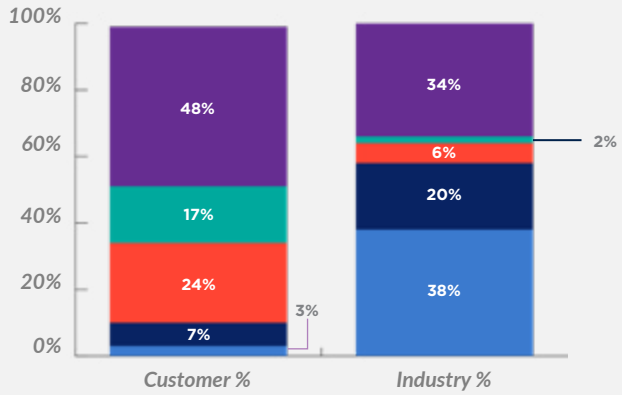


Average Daily Parcel Volume

Our customers tend to be high-volume shippers. The majority **(69%)** ship at least 1,000 parcels daily, with a significant portion **(24%)** exceeding 25,000 parcels. This is compared to the industry average, where a larger portion falls within the 250-10,000 daily parcel range.

- *0-250*
- *251-1K*
- *1001-5K*
- *5001-10K*
- *10,001-25K*
- *25,001+*

21 WHAT DEPARTMENT DO YOU WORK IN?

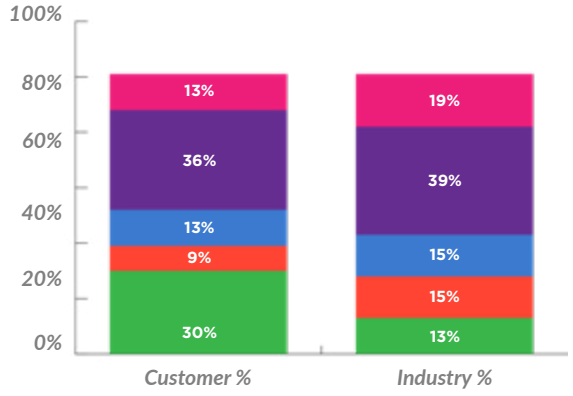


Departmental Focus

Supply Chain/Operations professionals make up the largest department within our customer base **(48%)** who took this survey, highlighting the operational focus of our customers. This is in contrast to the industry average where C-Suite executives have a stronger presence (**38%** vs **3%**).

- *C-Suite*
- *E-Commerce*
- *IT*
- *Other*
- *Supply Chain Operations*

22 FROM WHICH LOCATION(S) DO YOU FULFILL YOUR PARCEL SHIPPING?



Fulfillment Locations

Our customers leverage a broader range of fulfillment locations compared to the industry average. While both groups utilize multiple distribution centers **(36% vs 39%)** and stores **(13% vs 19%)** to a similar extent, the industry relies more on drop ship vendors **(13% vs 15%)** to fulfill orders.

- *1 DC*
- *3PL*
- *Drop Ship Vendors*
- *Multiple DCs*
- *Stores*

CUSTOMER NEEDS

Opportunities and Challenges

Understanding our customers' biggest challenges and priorities is crucial for developing solutions that meet their specific needs. Here's a breakdown of the key findings from our survey:

Challenges

Cost Control

Both our customers (**29%**) and the broader industry (**17%**) prioritize controlling shipping costs. This highlights the ongoing pressure to optimize shipping spend while maintaining efficiency.

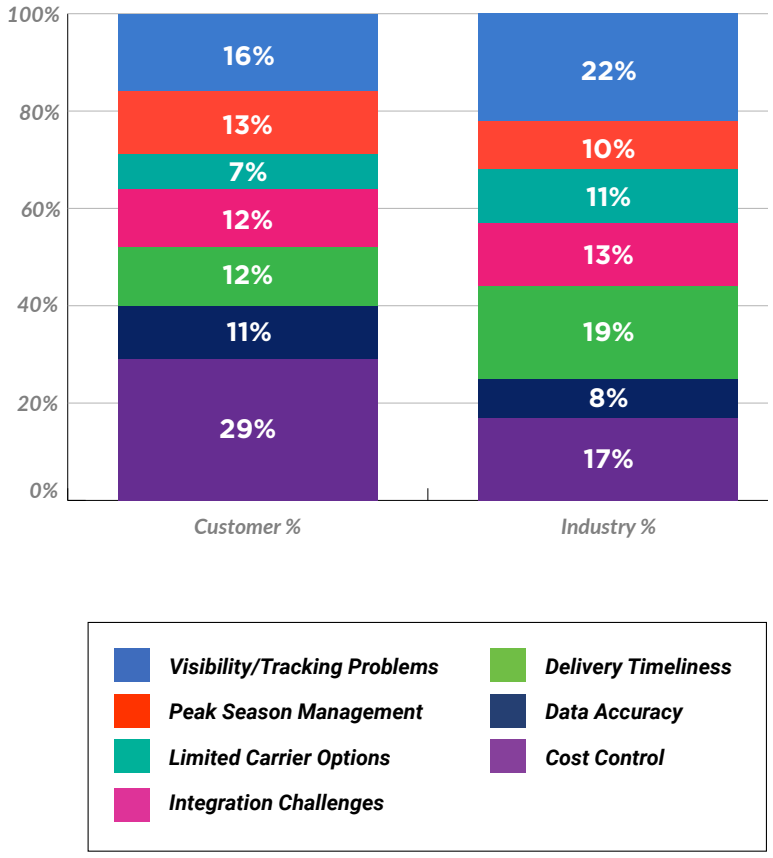
Visibility and Tracking

While less concerning than cost control, ensuring clear visibility throughout the shipping journey remains a challenge for both our customers (**16%**) and the industry (**22%**). Improved tracking capabilities can enhance customer satisfaction and allow for proactive issue resolution. Recognizing this need, ProShip is actively exploring strategic partnerships with industry leaders in the field of shipment tracking. This commitment to improving visibility aligns with our dedication to providing our customers with the tools they need for success.

Delivery Timeliness

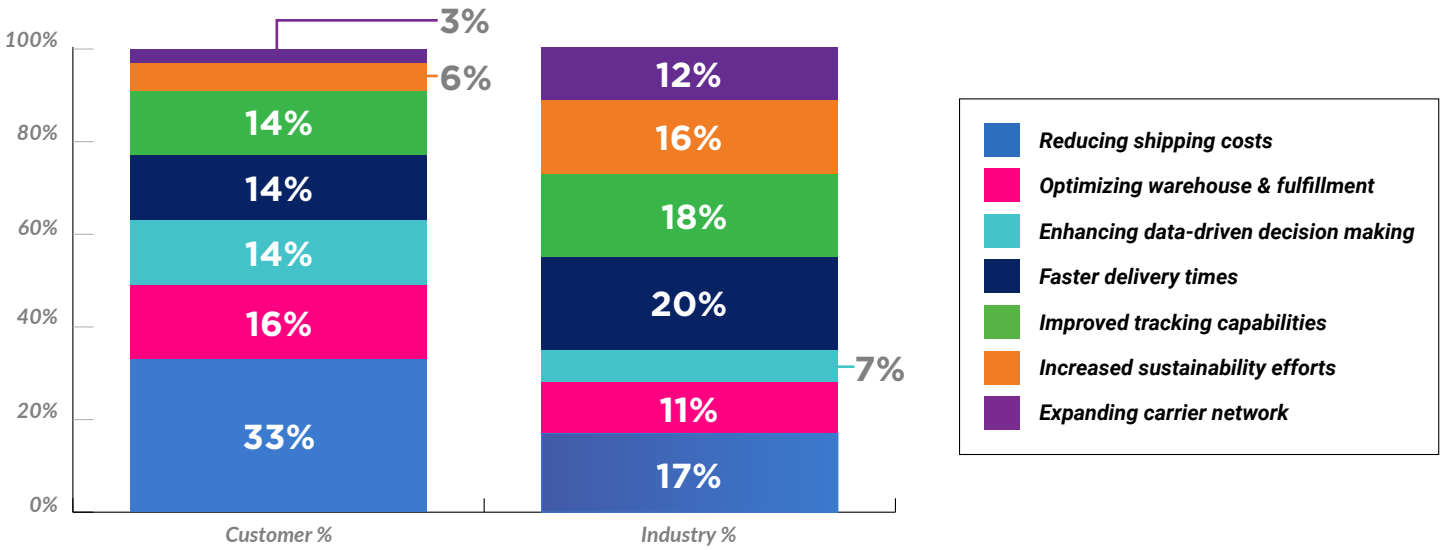
On-time deliveries are important for both our customers (**12%**) and the industry (**19%**). However, a smaller percentage of our customers prioritize faster delivery times compared to the industry average, potentially reflecting a focus on cost-effective solutions.

23 WHAT ARE THE BIGGEST CHALLENGES YOU FACE IN YOUR CURRENT PARCEL SHIPPING OPERATIONS?



Opportunities

24 WHAT ARE YOUR TOP PRIORITIES FOR IMPROVING YOUR PARCEL SHIPPING OPERATIONS?



Data-Driven Optimization

Our customers (14%) place a higher value on enhancing data-driven decision making compared to the industry (7%). This presents an opportunity to provide tools and services that leverage data analytics to optimize shipping costs, delivery times, and overall efficiency.

Warehouse and Fulfillment Optimization

Optimizing warehouse and fulfillment logistics is a priority for both our customers (16%) and the industry (11%). Here, we can offer solutions that streamline fulfillment processes, potentially including automation technologies and strategic partnerships.

Carrier Network Expansion

Expanding carrier networks, while not the top priority for our customers (3%), is of greater interest to the broader industry (12%). This could be due, in part, to ProShip already offering one of the broadest carrier libraries in the market. Our extensive network provides access to a wide range of carriers, potentially fulfilling the needs of most high-volume shippers. However, we recognize that some customers may require even more options. For those seeking an even greater selection, ProShip is continuously exploring strategic partnerships to further expand our carrier offerings.

Key Takeaways

Our customers are high-volume shippers focused on cost control while maintaining efficient operations. They value solutions that leverage data analytics, optimize fulfillment processes, and potentially provide access to a wider range of carriers. By addressing these challenges and opportunities, we can tailor our services to better serve their unique needs and support their success in the high-volume parcel shipping landscape.

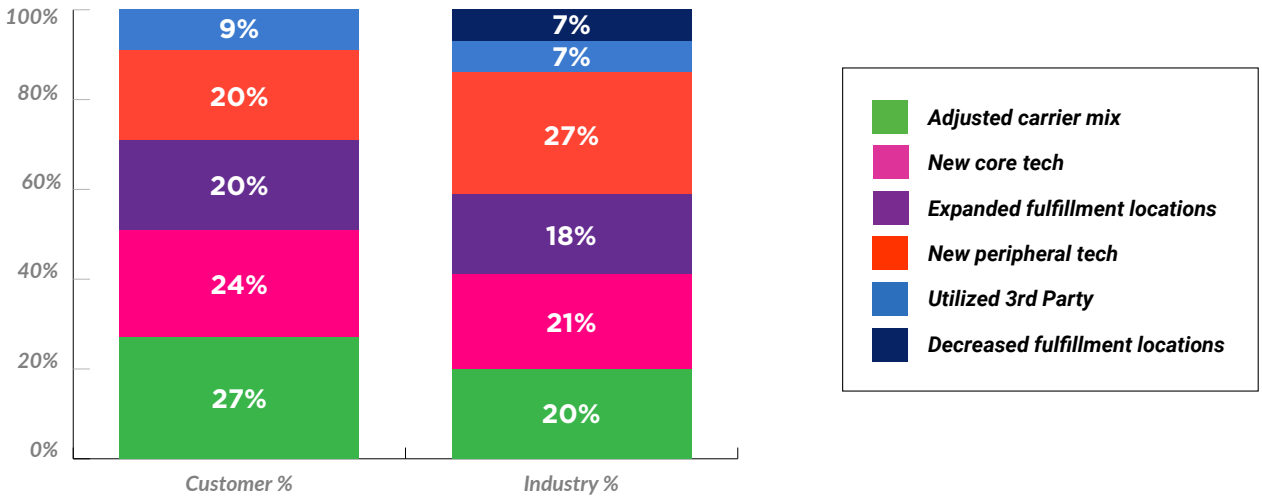
PROACTIVE STRATEGIES

Optimizing for the Future

This section explores the recent efforts undertaken by our customers to optimize their high-volume parcel shipping operations, alongside their key concerns regarding the future of the industry.

Recent Initiatives for Improvement

25 BRIEFLY DESCRIBE ANY RECENT CHANGES YOU'VE MADE TO YOUR PARCEL SHIPPING OPERATIONS TO ADDRESS CHALLENGES OR IMPROVE EFFICIENCY.



Strategic Carrier Management

A significant portion of both our customers (**27%**) and the industry (**20%**) have adjusted their carrier mix. This highlights a focus on optimizing carrier selection to potentially reduce costs or improve service levels.

Technology Investments

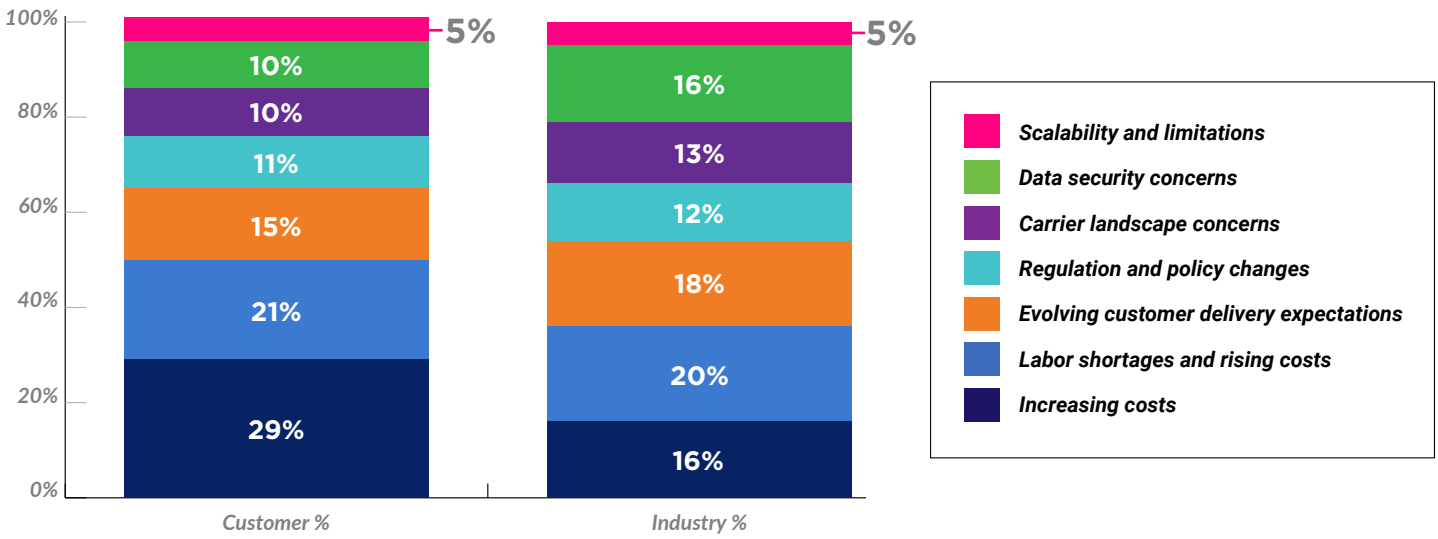
Investments in new core technologies (**24%** for customers, **21%** for industry) and peripheral technologies (**20%** for customers, **27%** for industry) demonstrate a commitment to leveraging technology for greater efficiency and visibility. ProShip stays at the forefront of technology by offering a robust shipping platform that seamlessly integrates with existing systems (WMS, ERP, OMS, TMS).

Fulfillment Network Optimization

Our customers show a balanced approach to fulfillment locations, with expansion (**20%**) occurring alongside some consolidation (**0%** decrease). This suggests strategic network adjustments to meet evolving needs.

Key Future Concerns

26 WHAT ARE YOUR BIGGEST CONCERNS REGARDING THE FUTURE OF HIGH-VOLUME PARCEL SHIPPING?



Cost Pressures

Both customer (**29%**) and industry (**16%**) responses highlight increasing shipping costs as a top concern. This reinforces the need for solutions that optimize costs without compromising efficiency.

Labor Challenges

Labor shortages and rising labor costs are a significant concern for both our customers (**21%**) and the industry (**20%**). Here, automation and workforce development strategies can play a crucial role.

Customer Expectations and Agility

Evolving customer delivery expectations (**15%** for customers, **18%** for industry) necessitate agility and a focus on faster delivery times. ProShip can play a part by providing solutions that streamline fulfillment processes and potentially explore faster shipping options.

Security and Regulations

Data security concerns (**10%** for customers, **16%** for industry) and potential regulations and policy changes (**11%** for customers, **12%** for industry) highlight the need for robust security protocols and staying informed about evolving regulations. ProShip prioritizes data security with industry-leading compliance standards and SOC 2 security compliance. Our team also stays up-to-date on regulatory changes and informs our customers about potential impacts.

Looking Ahead

By understanding these recent initiatives and future concerns, ProShip can continue to develop solutions that address the evolving needs of high-volume shippers. Our focus will remain on helping customers optimize costs, navigate labor challenges, meet changing customer expectations, prioritize data security, and adapt to new regulations. By leveraging ProShip's comprehensive solutions and industry expertise, our customers are empowered to navigate the complexities of high-volume parcel shipping and achieve a significant competitive advantage.

Optimizing Your High-Volume Parcel Shipping

The data presented in this report highlights the evolving landscape of high-volume parcel shipping. Here are some key takeaways to consider:

- **Embrace Automation and Technology:** Automation, AI-driven route optimization, and data-driven decision making can streamline operations, reduce costs, and improve efficiency. Manually analyzing and executing vast amounts of shipping data can be cumbersome and time-consuming, especially for high-volume shippers. Implementing robust shipping software can not only record data collection, but execute complex business rules, empowering businesses to make informed and automated decisions on carrier selection, cost reduction strategies, and more.
- **Prioritize Customer Experience:** Leverage technology to offer faster delivery times, transparent tracking with proactive communication updates, and convenient return options. Shipping software can automate these processes, ensuring a seamless customer experience throughout the delivery journey.
- **Invest in Scalability:** Building a scalable infrastructure and technology stack will allow your business to adapt to fluctuating shipping volumes and meet future demands. Shipping software that integrates effectively can eliminate manual data entry errors and improve overall operational efficiency.
- **Develop Stakeholder Buy-In:** Clearly communicate the ROI of new shipping solutions and address concerns regarding switching carriers or processes to gain buy-in from key stakeholders.

By implementing these recommendations and staying informed about industry trends, businesses can optimize their high-volume parcel shipping operations and gain a competitive edge.

PARTNERING FOR SUCCESS

The complexities of high-volume parcel shipping can be daunting. ProShip offers a comprehensive suite of shipping solutions and a team of experts dedicated to helping businesses navigate this dynamic environment.

Contact ProShip for a personalized consultation.

We will work with you to assess your unique needs, identify areas for improvement, and develop a customized shipping strategy that optimizes efficiency, reduces costs, and helps you achieve your business goals.

Let ProShip be your partner on the road to high-volume parcel shipping success!

SCHEDULE A DISCOVERY CALL ›

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