

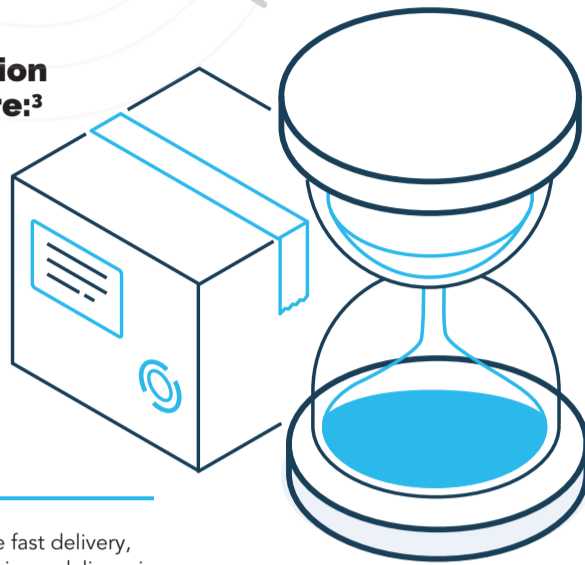
# / The Challenge of Last-Mile Delivery

E-commerce accounts for more than 1/4 of all UK retail sales, and is expected to reach almost 1/3 by 2024.<sup>1</sup>

Since 2013 there has been a **138% increase in deliveries annually in the UK.**<sup>2</sup>

## The top causes of consumer dissatisfaction in last-mile delivery are:<sup>3</sup>

- 1 High delivery prices
- 2 Unavailability of same-day delivery
- 3 Late Deliveries



Last-mile delivery costs have increased from 41 percent in 2019, to 53 percent in 2022.<sup>4</sup>

Same-day delivery and instant delivery are the fastest growing segments of the last-mile delivery environment

- Same-day delivery **36% per year**
- Instant delivery **17% per year**

Although consumers value fast delivery, 73 percent said that receiving a delivery in a convenient time slot is more important than receiving it quickly.<sup>4</sup>

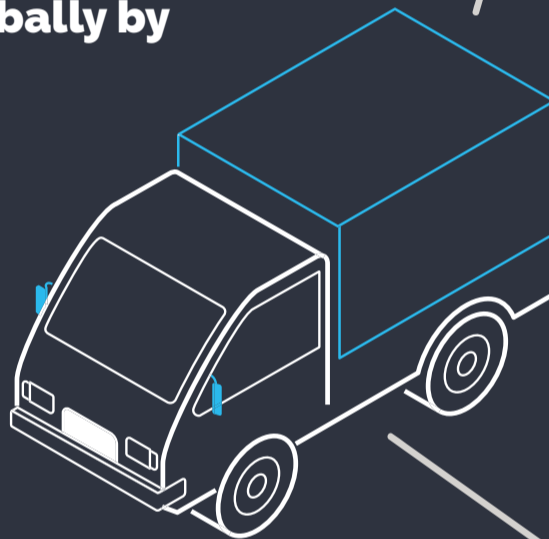
63% of under-45s and 36% of over-45s own a delivery pass subscription

## The Environmental Challenge

The World Economic Forum projected a **36% rise in the number of delivery vehicles in the top 100 cities globally by 2030.**

CO<sub>2</sub> Researchers estimate emissions from delivery traffic will increase by nearly a third and congestion will rise by over 21%.

The number of electric vans in commercial fleets is much lower than its potential<sup>6</sup>, representing only 0.4 per cent of all road vehicles worldwide<sup>6</sup> and 0.3 per cent of all vans in the UK<sup>7</sup>



**61%**

of consumers are willing to wait slightly longer for more eco-friendly deliveries<sup>8</sup>

**84.45%**

of online shoppers would opt to collect an order from a local store or pick-up point<sup>9</sup>

**42.16%**

would pick-up an order to reduce their carbon footprint<sup>9</sup>

## How Parcel Lockers help to improve Last Mile Delivery

**50%**

of handling costs are reduced with Parcel Lockers<sup>10</sup>

**95.9%**

of consumers agree that smart lockers save them time<sup>11</sup>



### Reduce Traffic:

Deliveries are successful on the first attempt, so no need to attempt redelivery.



### Convenient:

Available for consumers to access and collect parcels 24/7.



### Control Costs:

Reduced delivery and handling costs can help keep the prices down for customers

### Sources:

1, <https://osome.com/uk/blog/2021-ecommerce-trends/> 2, <https://www.shiply.com/articles/uk-delivery-and-courier-industry-statistics> 3, <https://www.capgemini.com/wp-content/uploads/2021/02/Report-Digital-%E2%80%93-Last-Mile-Delivery-Challenge1.pdf> 4, <https://www.capgemini.com/wp-content/uploads/2019/01/Report-Digital-%E2%80%93-Last-Mile-Delivery-Challenge1.pdf> 5, [https://www.scienceirect.com/science/article/abs/pii/S221067072100086X?casa\\_token=-div3CjF4AAAAA~4KRVYDNgPYc\\_bg11EQy5tYTKRw8Lh0Y9EuPhx\\_F04SDpoAhVGB\\_BkWMRdfmF95sLkktTdlUP%22%20%5C%20%2222b0155](https://www.scienceirect.com/science/article/abs/pii/S221067072100086X?casa_token=-div3CjF4AAAAA~4KRVYDNgPYc_bg11EQy5tYTKRw8Lh0Y9EuPhx_F04SDpoAhVGB_BkWMRdfmF95sLkktTdlUP%22%20%5C%20%2222b0155) 6, [https://www.scienceirect.com/science/article/abs/pii/S221067072100086X?casa\\_token=-div3CjF4AAAAA~4KRVYDNgPYc\\_bg11EQy5tYTKRw8Lh0Y9EuPhx\\_F04SDpoAhVGB\\_BkWMRdfmF95sLkktTdlUP%22%20%5C%20%2222b0155](https://www.scienceirect.com/science/article/abs/pii/S221067072100086X?casa_token=-div3CjF4AAAAA~4KRVYDNgPYc_bg11EQy5tYTKRw8Lh0Y9EuPhx_F04SDpoAhVGB_BkWMRdfmF95sLkktTdlUP%22%20%5C%20%2222b0155) 7, [https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/111029/dfi-annual-report-2021-2022.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/111029/dfi-annual-report-2021-2022.pdf) 8, <https://www.shiply.com/articles/uk-delivery-and-courier-industry-statistics> 9, <https://www.money.co.uk/credit-cards/dirty-delivery-report> 10, <https://www.parcelpending.com/en-gb/resources/what-is-an-open-locker-network/> 11, <https://www.parcelpending.com/blog/what-is-pudo-pick-up-drop-off-and-how-does-it-work/> 12, <https://www.scienceirect.com/science/article/pii/S221067072100086X>

### About Parcel Pending by Quadient

Quadient, the leading provider of innovative package management solutions for multifamily communities, was founded with a simple goal in mind: to make package delivery easy and intuitive for everyone. With over 70 million packages delivered annually, Parcel Pending by Quadient offers a wide range of solutions that ensure safe, secure, and on-demand resident package retrieval.

For more information about Parcel Pending by Quadient, visit: [parcelpending.com/en-gb](https://parcelpending.com/en-gb)