

PUBLICIS.SAPIENT



The Last Mile in the Customer Experience

May 17, 2018

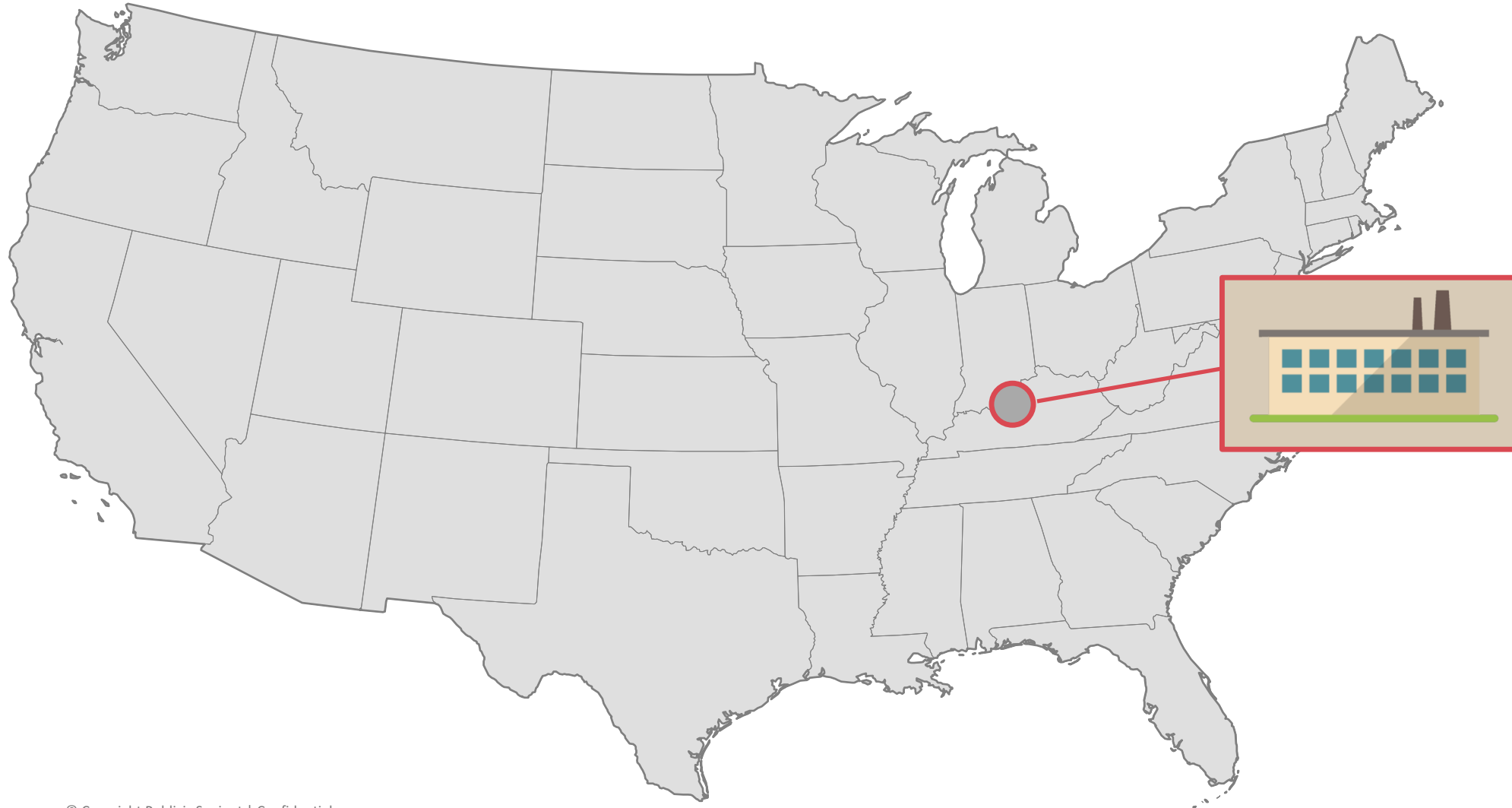
Jason “Retailgeek” Goldberg
SVP Commerce, Publicis.Sapient

jasonandscot.com

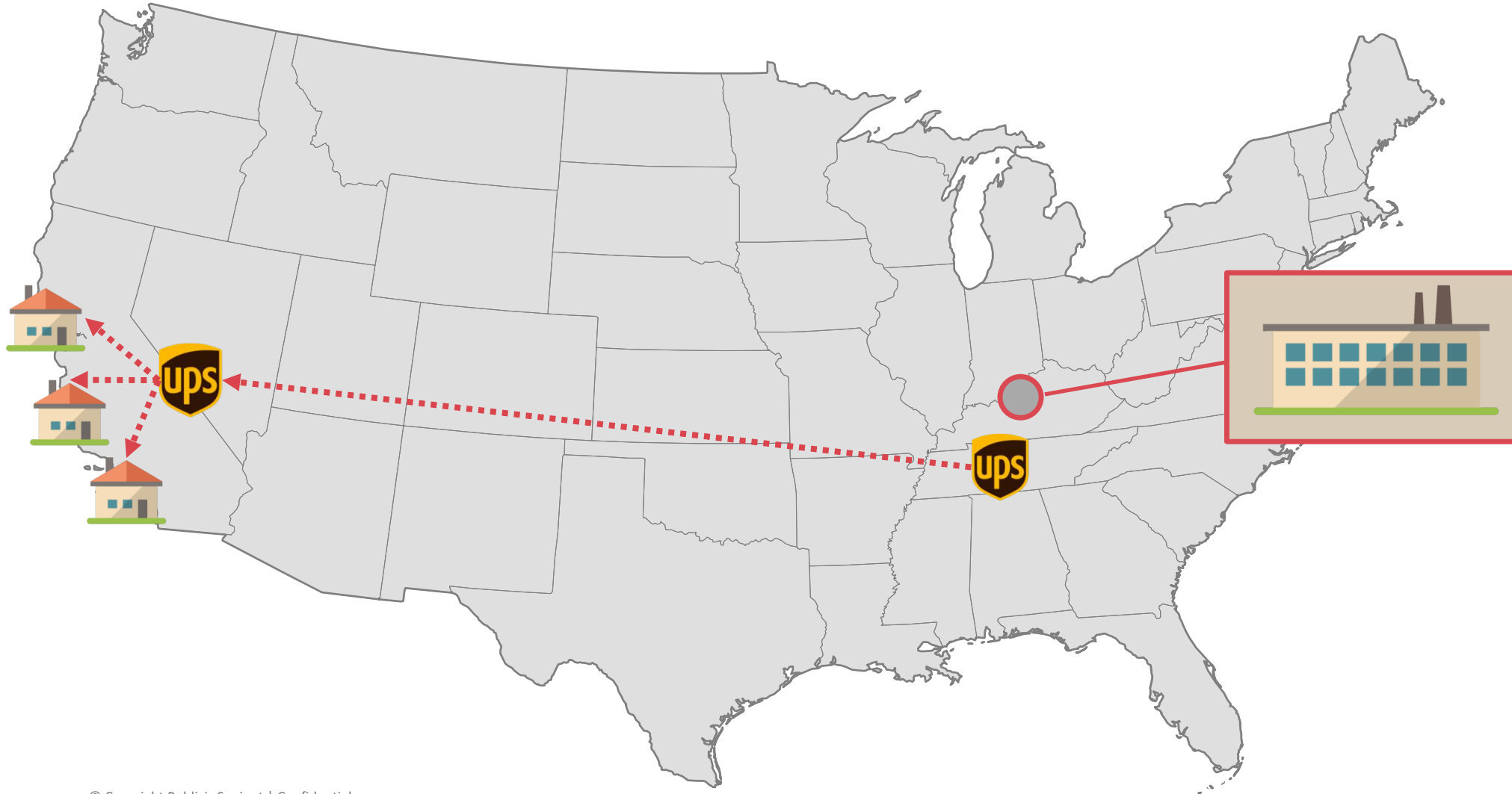
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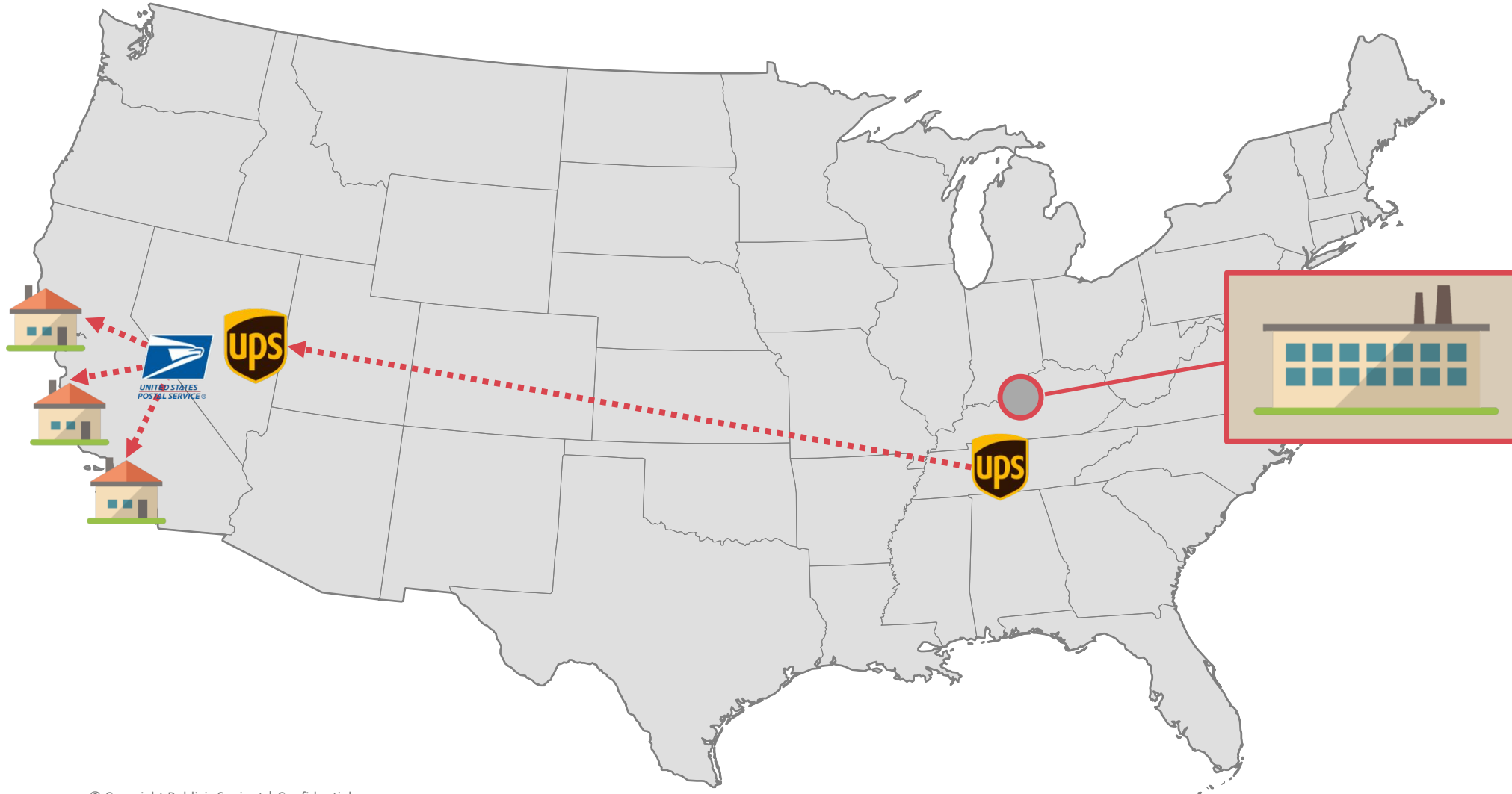
Evolution of Last Mile



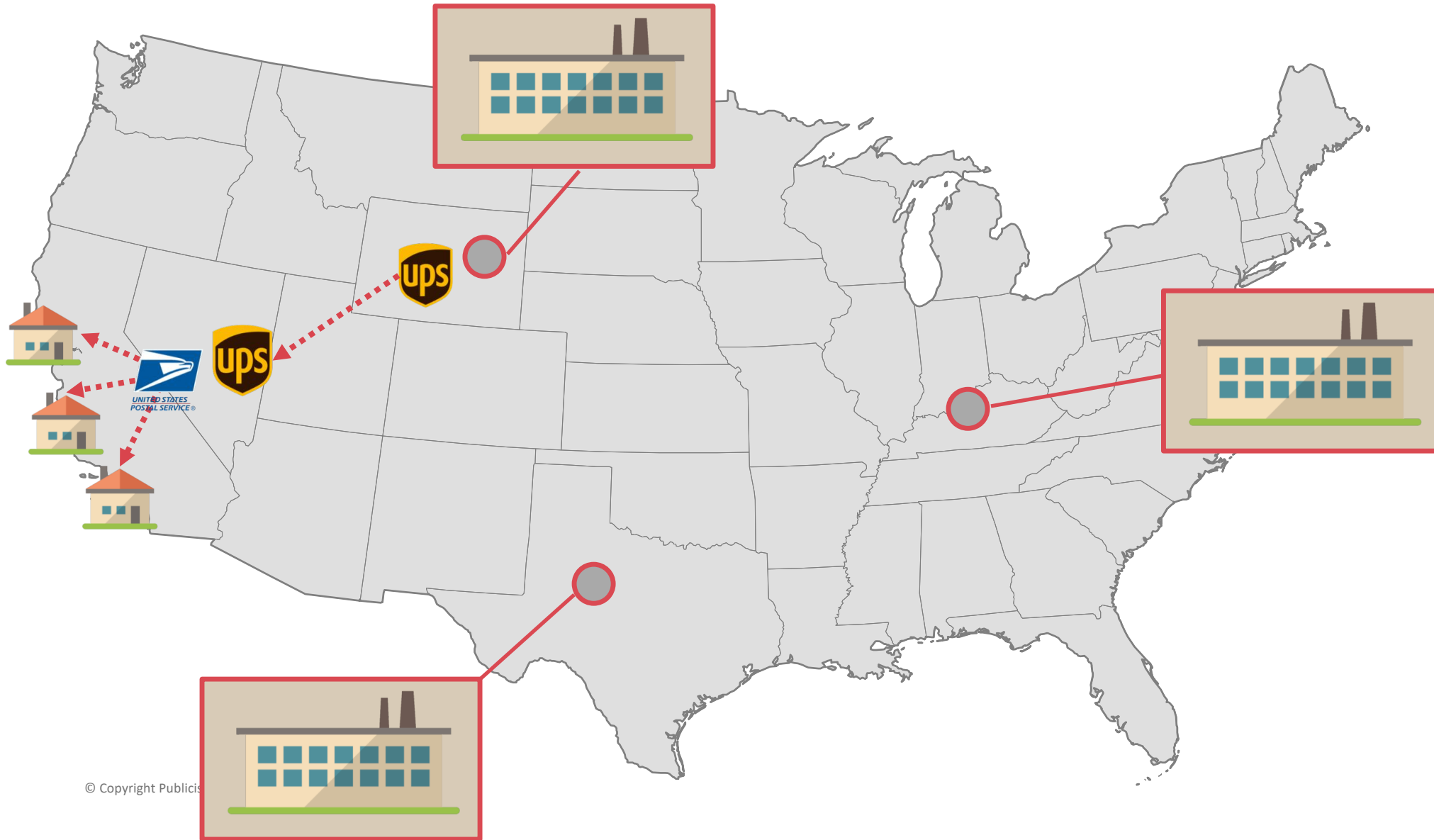
Evolution of Last Mile



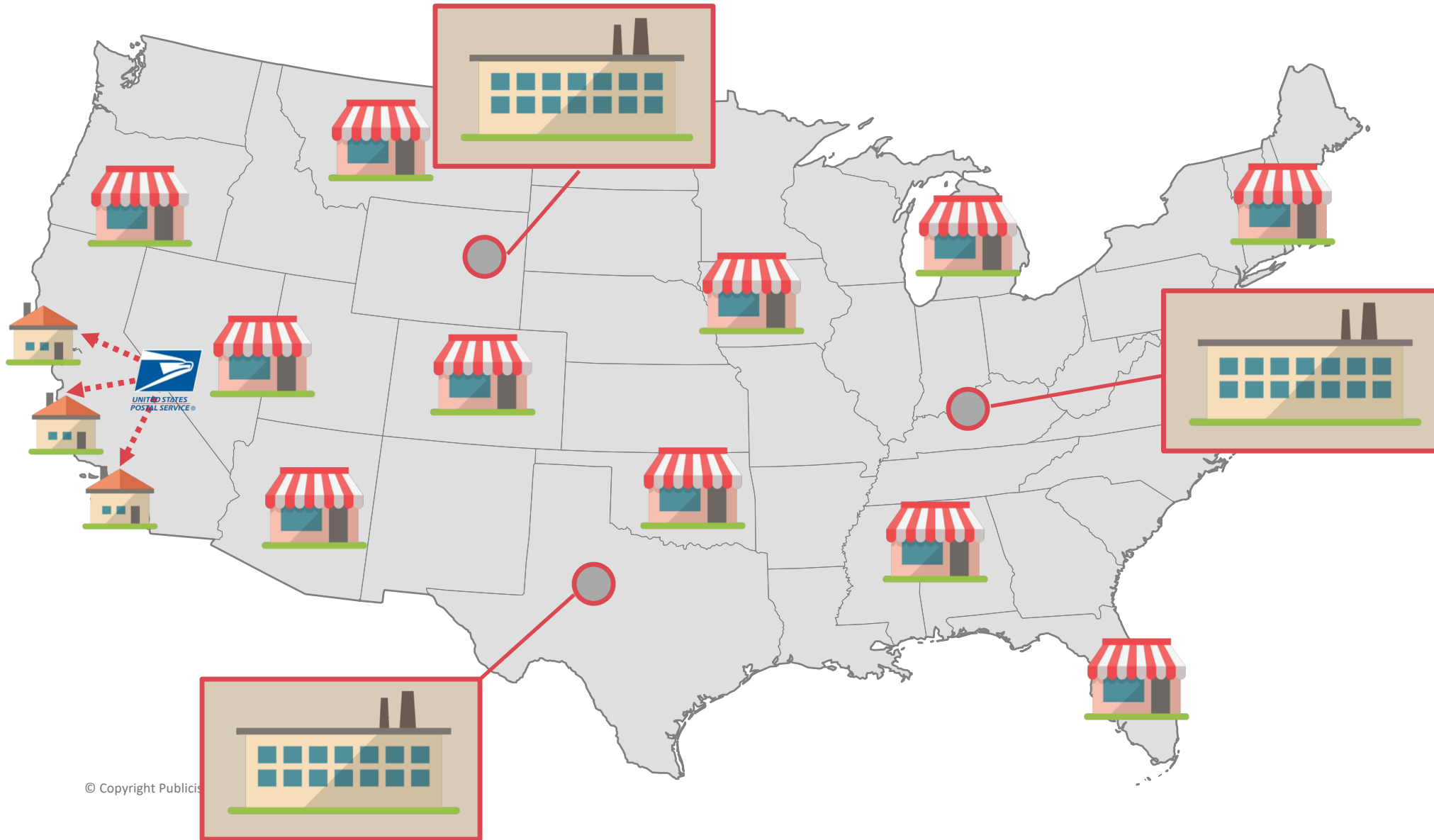
Evolution of Last Mile



Evolution of Last Mile



Evolution of Last Mile



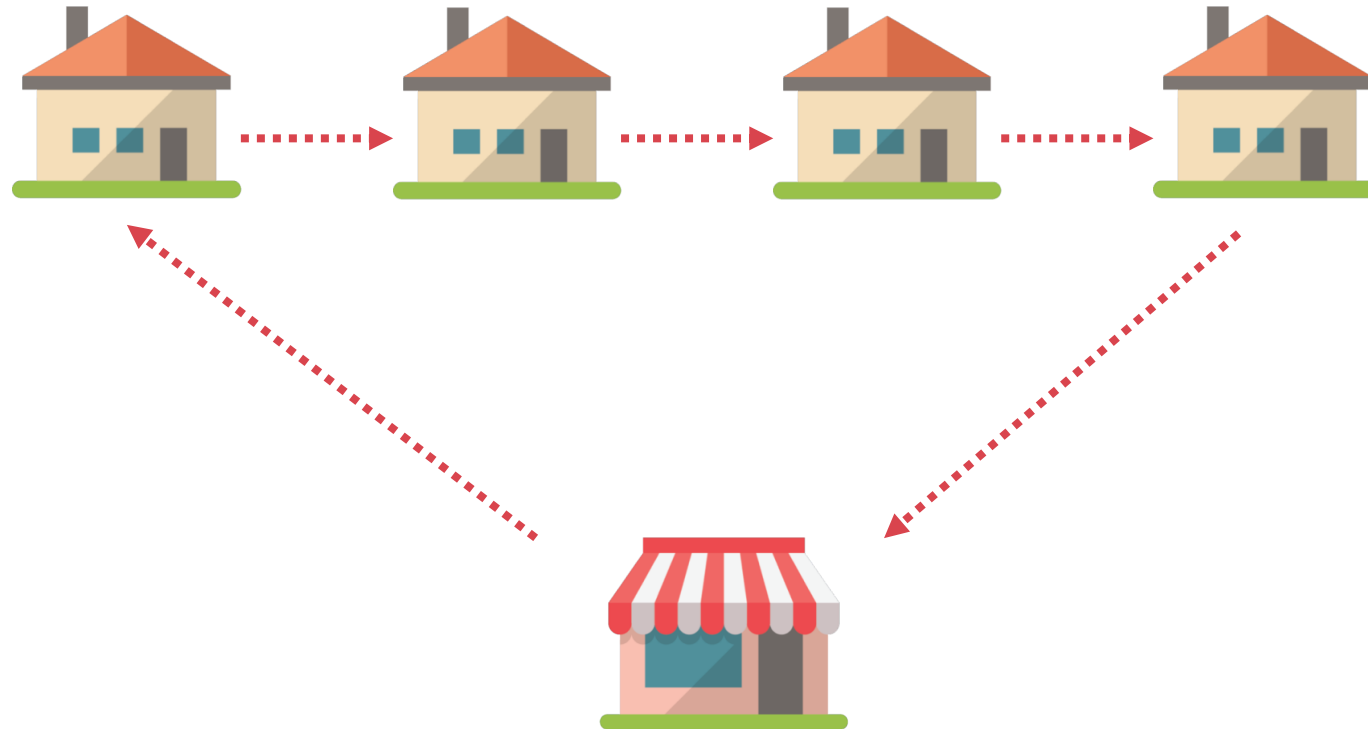
Evolution of Last Mile



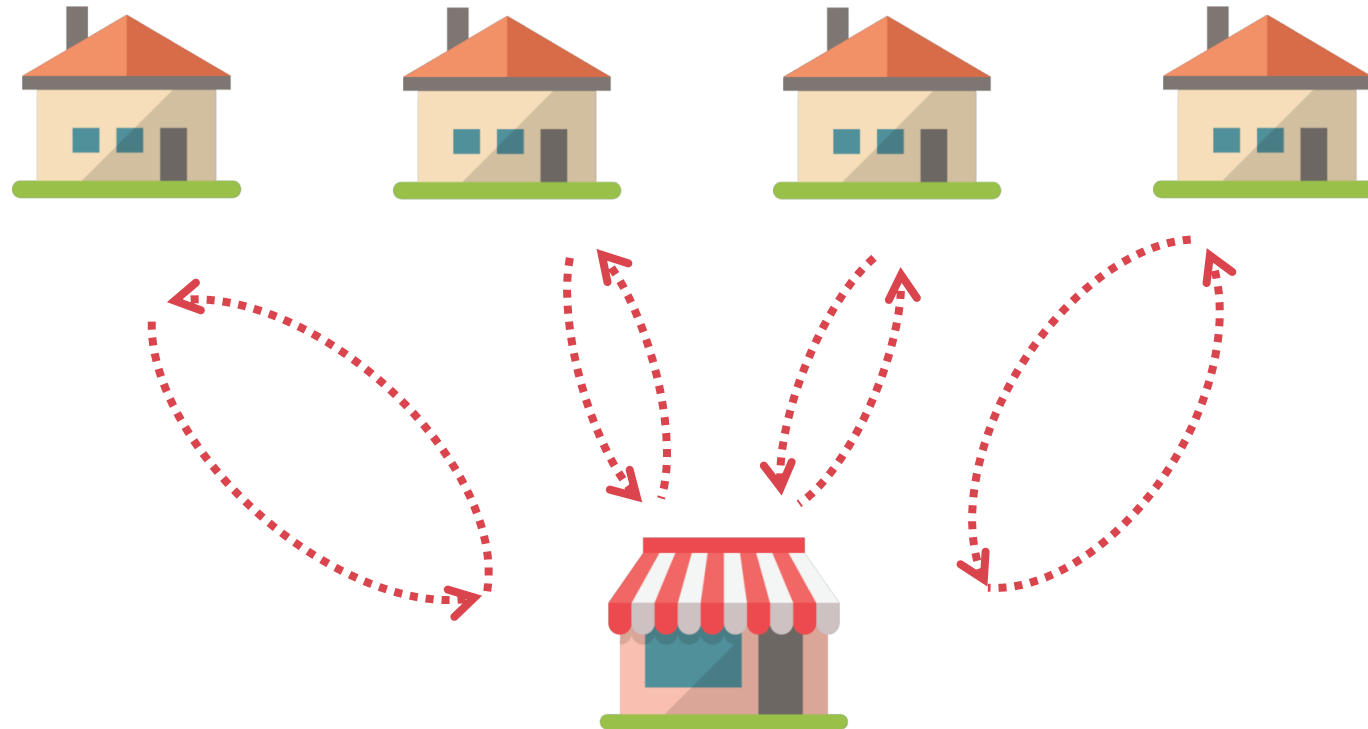
Evolution of Last Mile



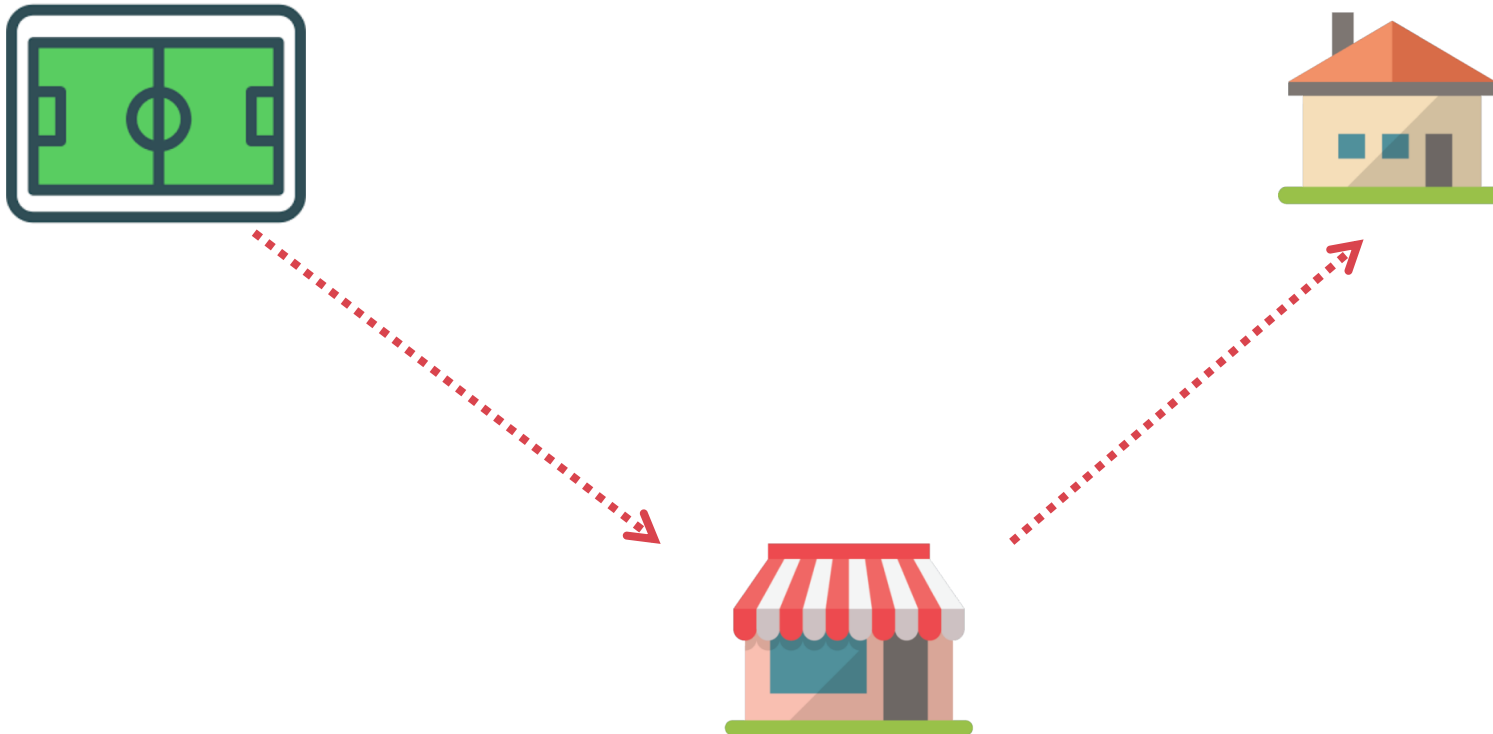
Route Based Delivery



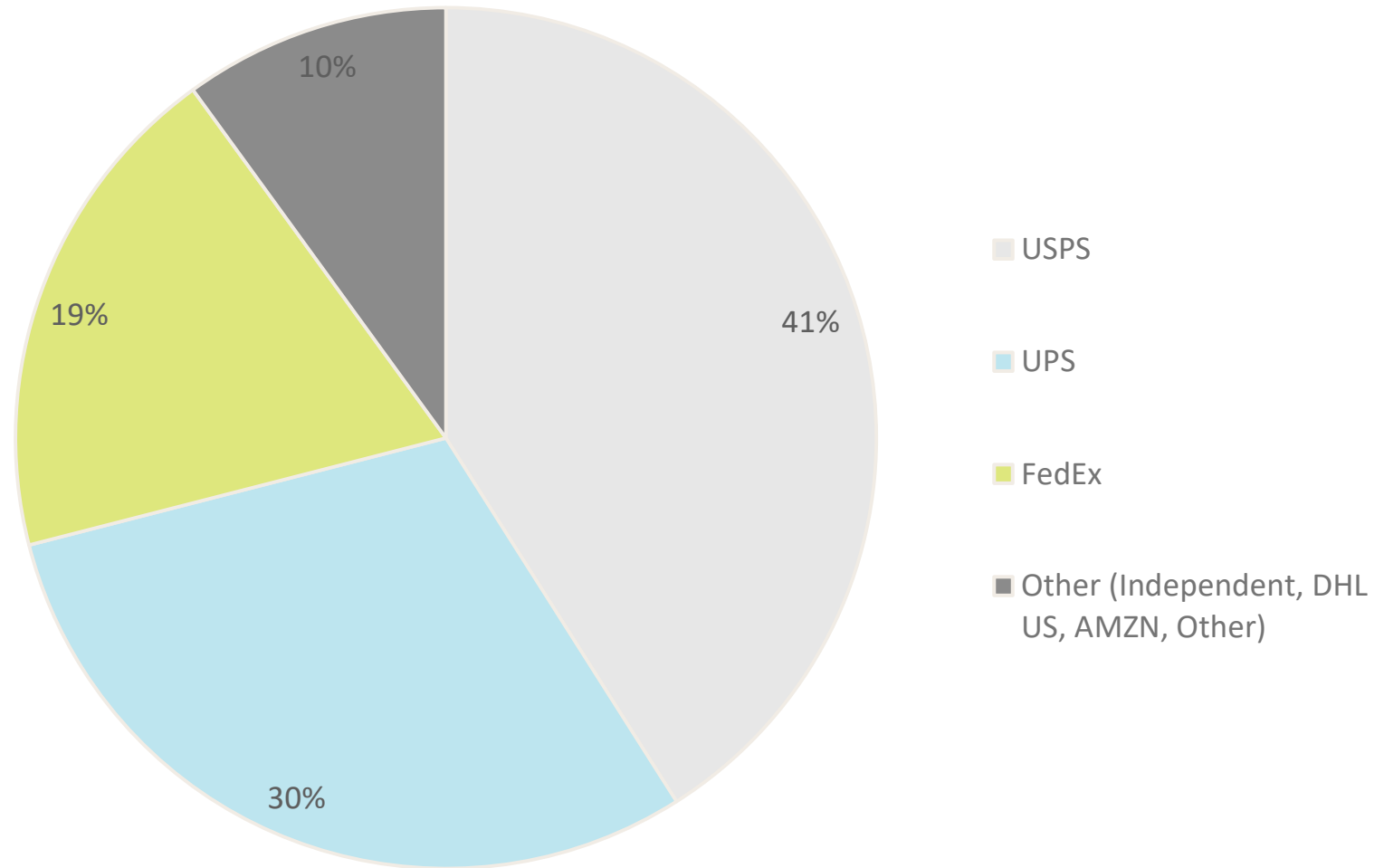
Point Based Delivery



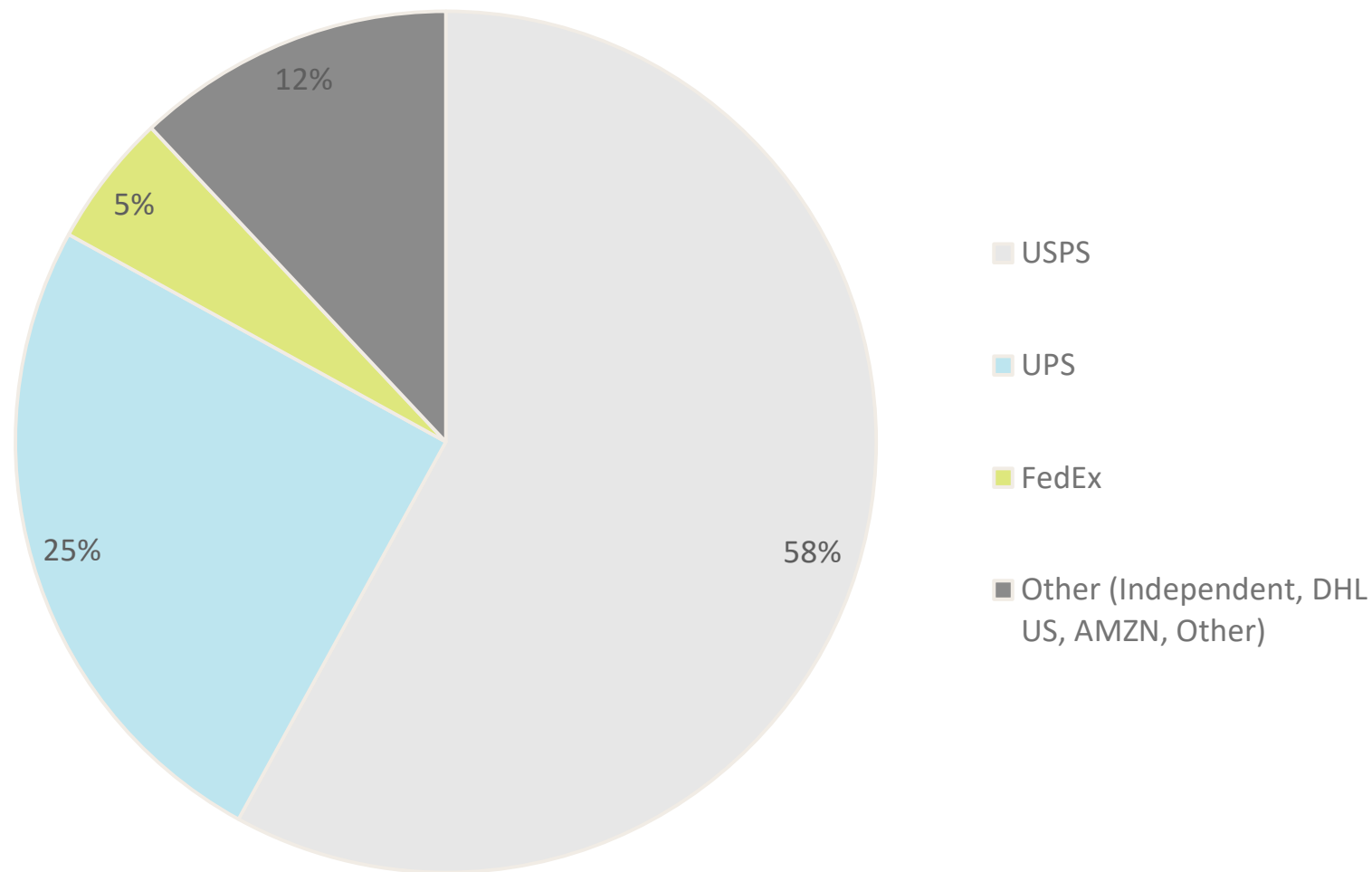
Curbside Pickup



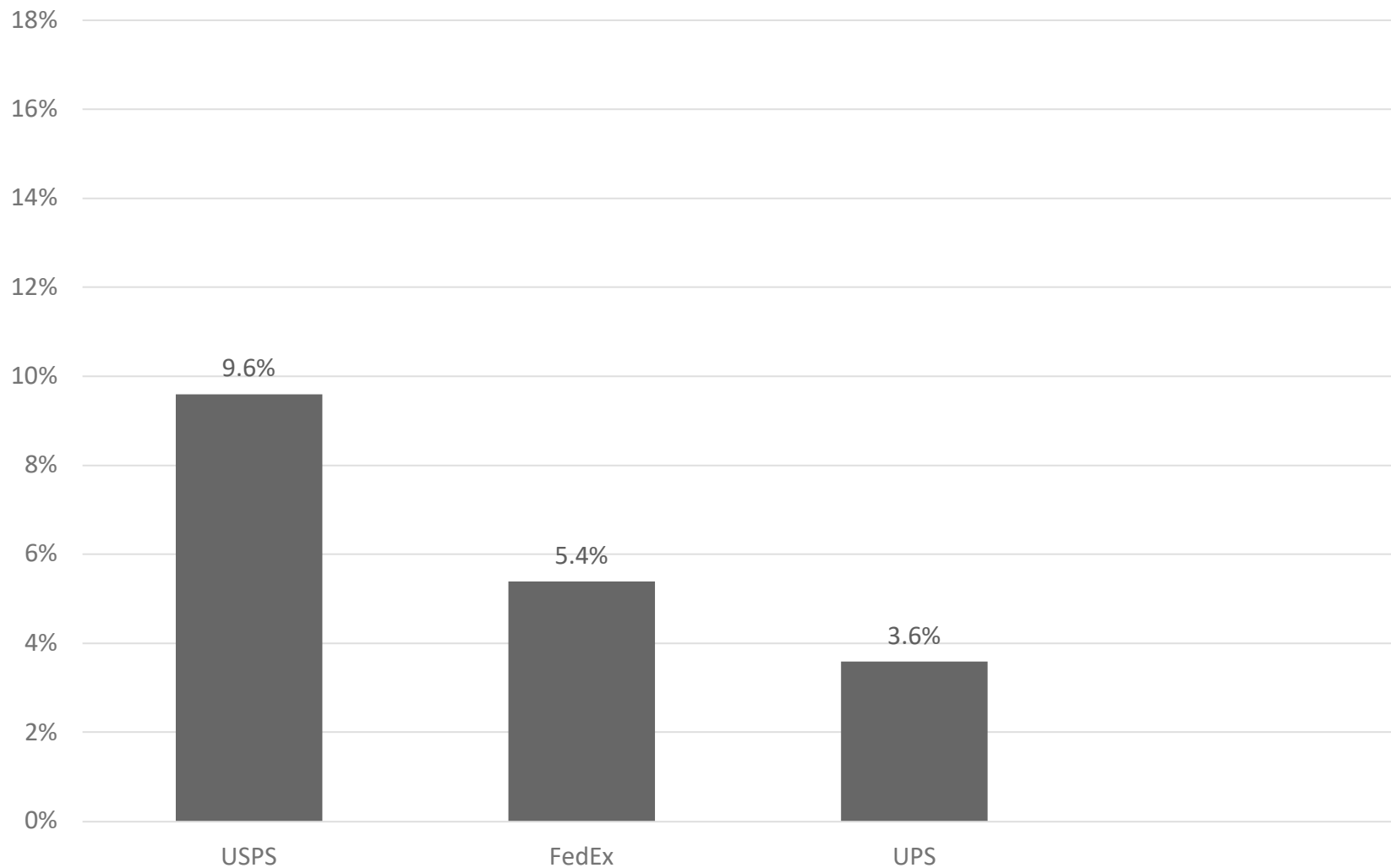
Overall US Package Delivery by Carrier, 2017 (%)



Amazon US Package Delivery by Carrier, 2017 (%)



Packages Shipped Growth Rate, 2010-2017 (CAGR)



Packages Shipped Growth Rate, 2010-2017 (CAGR)

