

# Benchmarked services

## Omnichannel visibility

### Store Stock Visibility

The percentage of retailers showing the availability of stock in their stores



## Delivery terms

### Lead times

The average standard lead time from order to delivery according to the retailer's website



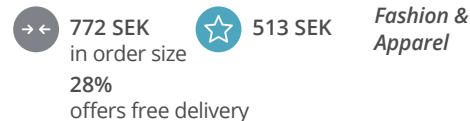
### Delivery costs

The costs of a standard delivery for the customer



### Free delivery threshold

The order size above which retailers offer free delivery



### Express delivery

Any form of express delivery offered by the retailer that reduces the lead time of the delivery option



### Delivery locations

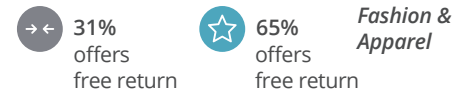
The delivery locations offered by retailers – home, other addresses, store, and pick-up point are assessed



## Return terms

### Free returns

Share of companies offering free returns



### Return locations

The return locations offered by retailers – postal, store, courier and bring to DC at home are assessed



### Return channel integration

The freedom the customer has to return at the place he/she desires – independent of the purchasing channel



### Return time window

The time a customer has from the moment of delivery to return a product – excluding warranty returns



- Average
- Best-in-Class

