

# 5 Post-Pandemic Last-Mile Delivery Challenges and Solutions for e-Commerce Companies

*Top last-mile delivery solutions for e-commerce companies and retailers to employ when faced with post-pandemic last-mile delivery challenges*

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/EINPresswire.com/ -- AxleHire, providing e-commerce companies with expedited, urban, same- and next-day deliveries, has compiled the top last-mile delivery solutions for e-commerce companies and retailers to employ when faced with post-pandemic last-mile delivery challenges.

## 1. Integrating Technology Systems

Integrating a new last-mile strategy requires significant time to ensure established systems and new technology will play nicely together and will provide a seamless transition. Planning is key here, including making a list of all of all technologies that may need to be integrated, as well as APIs in place to allow the applications to exchange information across systems.

## 2. Attracting and Retaining Drivers

The labor shortage in the logistics industry has only become more challenging, as the demand for e-commerce climbs. AxleHire attracts and retains talent by offering flexibility and efficiencies like a reliable schedule and the most efficient driving routes.

## 3. Integrating Operations from the Get Go

Adding a new carrier to the mix can cause even the most well-run companies to falter with their logistics if everyone isn't on the same page and day-to-day operations aren't laid out transparently from the beginning. Ensure a successful initial kick-off by getting everyone on



AxleHire logo

board and creating a streamlined process that will bode well for the future.

#### 4. Customer Communications

Today's consumers want to know where their packages are as soon as they purchase from a store or website. A last-mile delivery partner should help to ensure that customer communication is seamlessly integrated into a company's website or app to provide no gaps in communications from purchase to delivery with real-time updates and photo proof of delivery.

#### 5. Faster Deliveries

According to [Deloitte's 2022 Holiday Survey](#), 15% of consumers want faster deliveries, up from last year, and more online customers want same-day deliveries. Of course, e-commerce customers still want their packages delivered as quickly as possible, but there's a limit to what they are willing to pay for same- and next-day deliveries. Utilizing a delivery provider that is able to provide same- and next-day deliveries at a reasonable rate is the solution to find a balance between speed and cost. National carriers are positioned to provide affordable same- and next-day deliveries, but they will pile on holiday surcharges. This is where diversifying carriers can come in.

Learn more in our [latest blog post](#).

#### About AxleHire

AxleHire is an expedited urban last-mile delivery service, providing customers with a superior same- and next- day delivery experience. AxleHire leverages purpose-built modern technology and a gig driver fleet to drive transformative outcomes that catalyze customers' brand growth. Logistics teams can now provide a differentiated delivery experience at a competitive cost, overcoming the limitations of legacy delivery providers. AxleHire operates in 17 of the 25 major U.S. metro urban areas across the U.S., enabling high-volume shippers to consistently cater to the rising needs and expectations of their customers. For more information, please visit [axlehire.com](https://axlehire.com).

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Krysta Fioranelli

AxleHire

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