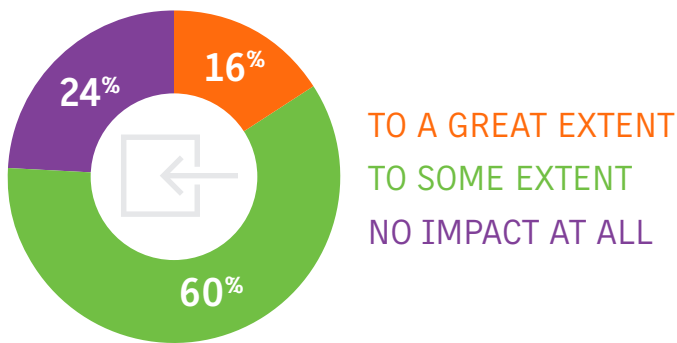


And the Surveys Say: Delivering on Fulfillment Options Remains a Challenge for Retailers



We asked, and you answered: Three surveys we conducted in 2017 – the JDA Consumer Survey, the JDA CEO Viewpoint Survey, and the JDA Voice of the Store Manager Survey – help us answer one important question:
Going into 2018, what do retailers need to know about fulfillment to make smarter decisions and give customers the experience they expect?

How much impact are customer returns having?



Retailers report that customer returns are causing an overall 74% erosion of profits.

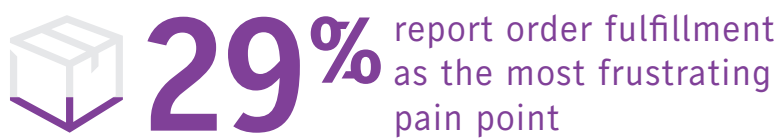
What's keeping supply chain executives up at night?



Rising out of stock levels tops the list of retailers' top supply chain concerns.

Frustrated with fulfillment

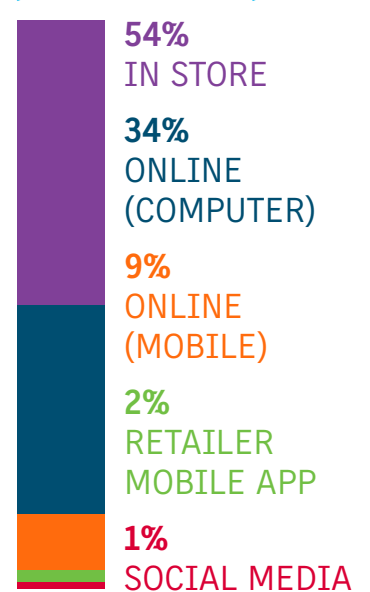
Stores struggle with inventory and staffing while trying to grow new fulfillment options, including Buy Online, Pick Up In Store (BOPIS), Buy Online, Return In Store (BORIS), and Buy Online, Ship From Store.



Buy Online, Pick Up In Store is not the only show in town

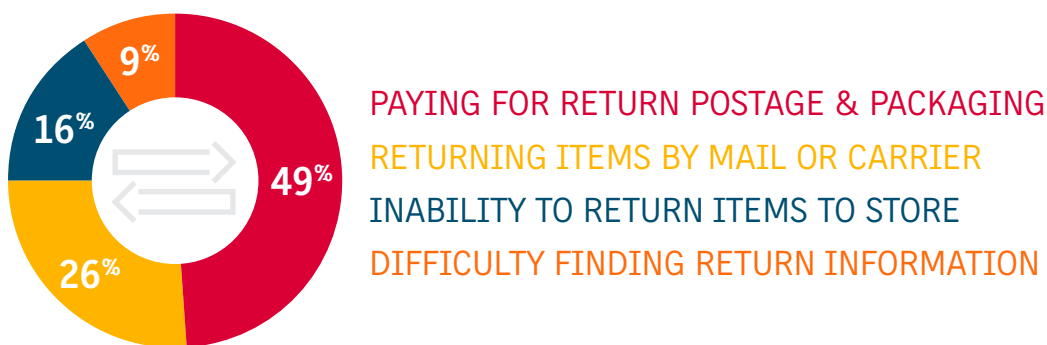


How do customers prefer to shop?



BORIS has its own challenges

Consumers report their biggest frustration with online returns



What does the future hold for retail fulfillment? Access JDA's Knowledge Center for survey results, research, news & analysis. Find out how JDA can help you fulfill customer expectations – and the promise of retail's future!