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\*Source: Think with Google.



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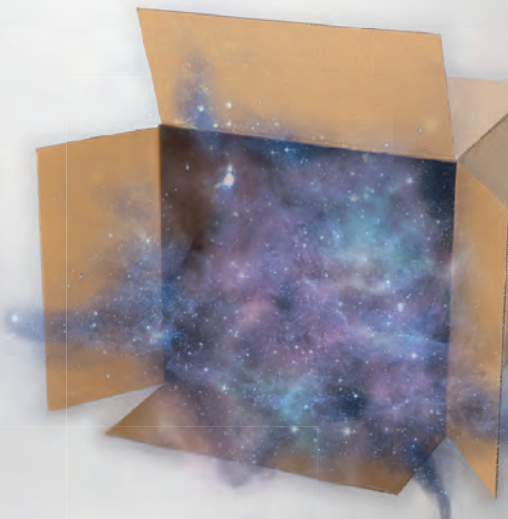
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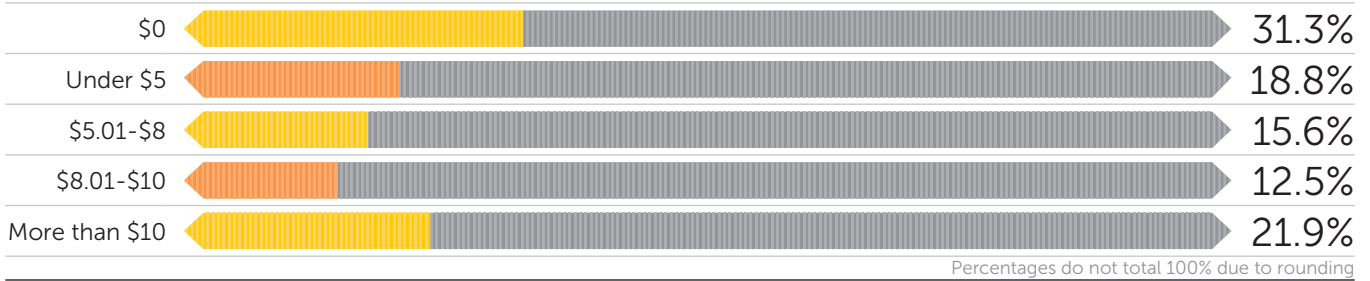
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## If you do offer alternative delivery options, what do you charge for them?



consumers email and text alerts about parcel location and delivery status.

Doorman, which was founded in 2013, works with e-retailers including NakedWines.com Inc. and online mattress seller Casper to let consumers specify one-hour delivery windows at

checkout. Adell declined to say what Doorman charges retailers, saying only that the cost is “retailer-dependent and based on the size of the products.” Doorman sends a text message to consumers 15 minutes before delivery to alert them of the arrival. Consumers can also sign up for Doorman Services independently of retailers and have their orders delivered to the service, which will then deliver packages when the consumer wants to get them, any time between 6 p.m. and midnight.

Adell declines to say how many consumers use the service, which costs \$3.99 per package, but the service addresses an issue that is growing in high-density living areas, particularly those with large apartment buildings. So many consumers are shopping online that some property management firms are starting to refuse or restrict the deliveries they will accept because they don't have the staffing or storage to accommodate the boxes.

### OTHER RESIDENTIAL CUSTOMERS ALSO DISLIKE

**FINDING** a sticky note on their door notifying them that they missed a delivery and another attempt will be made (likely at the same time the next day, when the customer again will not be home). UPS says less than 10% of packages shipped through its network today require a signature upon delivery.

But the carrier—the most popular delivery company among North America's 1,000 largest e-retailers—is developing alternatives to home delivery for e-retail orders. In fall 2014 it began testing UPS Access Point locations, initially focusing on areas where often customers weren't home to sign for a package or in higher density areas like apartment complexes or condo developments. The Access Point network now includes all 4,400 UPS Store locations, and 1,200 additional sites such as grocery stores, convenience stores and dry cleaners, says Andrew Tibbs, director of UPS's Access Point program. Consumers who have signed up for the My Choice program can request UPS deliver their package to an Access Point location at no charge before the first delivery attempt is made to the original shipping address. “It adds a tremendous level of control for consumers,” Tibbs says. UPS is testing Access Point self-service lockers

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