

Client Case Study

Saving Time & Logistics Cost & Improving Customer Experience

Linyi have been selling small packs on eBay and Amazon for more than a year, mainly within 2kg; small packing direct delivery from China to foreign buyers with long delivery lead time, customers usually spend 20-25 days from order to receiving goods; customer complaints about slow delivery speed, lost packings, return packages and other issues often arise; seller's logistics, labor and time costs are increasing, the shopping experience of buyer is bad, repurchase rate is low, store sales and profits are stagnating.

In view of the problems they are facing, XBN provided a logistics solution which integrates the first-way delivery, customs declaration, customs clearance and last-mile delivery; uses the XBN overseas warehouse to centralize the goods to the destination country in advance, and send to the customer directly from the destination country, from the day of customer orders to receiving for 2-3 days; XBN can provide professional shipment, transportation logistics, customs clearance, and last-mile delivery; greatly saved customer logistics and time costs, the buyer experience and the number of old customers has greatly improved.

Challenge

1. High logistics cost
2. Buyers receive goods for a long period of time and complain a lot.
3. Customer purchase experience is poor; old customers are less.

Solution

1. Delivery with overseas warehouses
2. Concentrated shipment by sea to overseas warehouses in destination country

Improvement

1. Logistics cost is reduced by 30% and time cost is saved by 80%.
2. Customer experience and number of old customers has greatly improved.

Logistics Cost
Reduced by **30%**

Time Cost
Saved **80%**

No. of Repurchasing
Great Improved



**Linyi Mall E-Commerce Business
Park Management Co., Ltd.**
(Cross-border E-commerce)



Scan for
more about XBN

