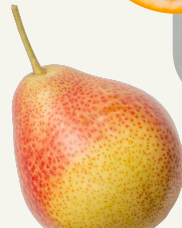

Veho & Vitamin Retailer Case Study





Improved on-time delivery as a driver for customer experience

>99%

On-time delivery rate

99.28%

OTD average across 10 months



About Veho

Veho is revolutionizing parcel delivery and returns in the e-commerce era.

Powered by the latest technology and designed for the needs of brands and consumers, Veho has created an entirely new end-to-end logistics infrastructure. Since its inception, Veho has consistently bolstered an over 99% on-time delivery rate and a 4.9/5 customer satisfaction score, establishing itself as the industry's most reliable partner.

About the Retailer

The Vitamin Retailer believes in health for all, no matter who you are.

The client is an online health and wellness retailer, specializing in vitamins, supplements, and organic grocery products. This retailer believes in equal access to health products at competitive prices.

As Veho's coverage and volume with the Vitamin Retailer grew, on-time delivery rate improved and **consistently remained >99%...**

The Opportunity:

With a core brand tenant of exceptional service, this retailer needed a shipping partner who could rise to the challenge. Following the success of Veho's partnership with their sister company, the Vitamin Retailer explored a partnership with Veho, citing cost structure, operational simplicity, and consistently high performance as key factors.

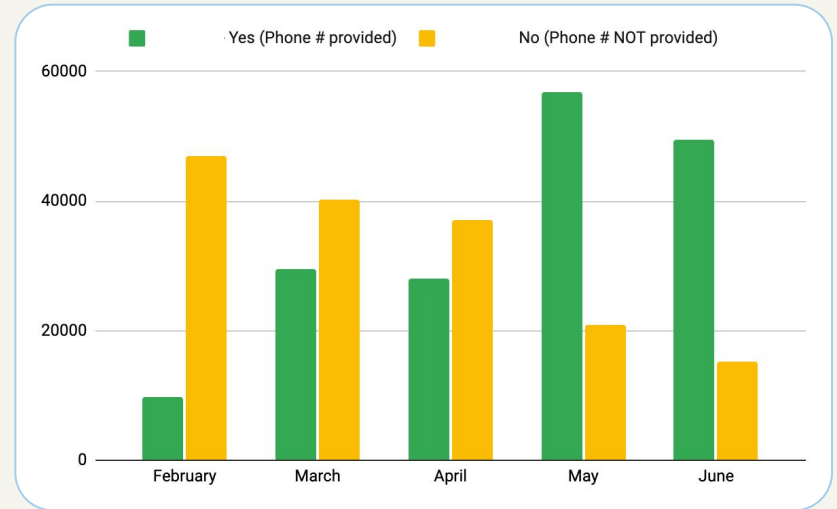
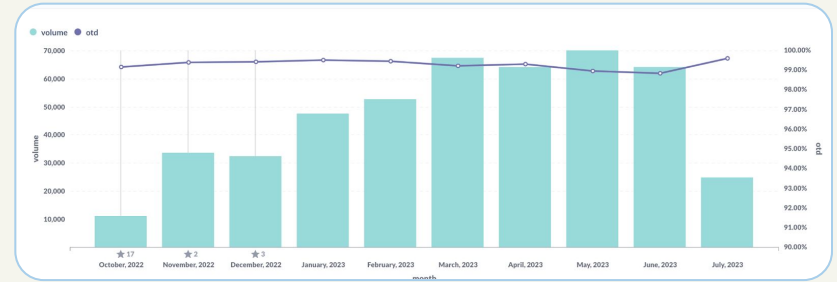
The Partnership:

In October of 2022, the Vitamin Retailer launched with Veho in six markets in the southeast (Atlanta, Charlotte, Orlando, Raleigh, South Florida, and Tampa). By the end of the year, their presence more than **doubled to 14 markets and continued to grow in 2023 with complete inclusion in 25 total markets.**



The Results: The Vitamin Retailer's quick expansion was a direct result of Veho's commitment to **on-time delivery and high quality service.**

As Veho's coverage and volume with the retailer grew, OTD improved and consistently remained above 99% from month one to month ten (99.28% average across 10 months)



Driving Customer **Satisfaction**

Additionally, in February of 2023 Veho implemented an opt-in pathway for a two-way messaging, allowing the Vitamin Retailer's customers the opportunity to receive delivery updates and give feedback. Since providing the option, the retailer has seen steady growth in customers opting in, yielding positive feedback such as:

5/5

Best communication and customer service from a delivery service EVER!

5/5

Great! You did exactly what you said you were going to do. Prompt delivery, friendly driver, much appreciated updated messages. Keep up the good work!

5/5

Excellent service. Wish [they] would use Veho all the time.

5/5

Very perfect, couldn't have been better!

As a result, customer satisfaction scores have consistently been above 4.5/5.

"If it wasn't for [our sister brand] sharing that their **on time delivery rate is 99% with Veho**, I would never would have believed it!

Veho is actually delivering on their promise— and to a really high extent."

— *Director of Transportation, Vitamin Retailer*