

# How to satisfy the global ecommerce requirement



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**OCS Worldwide**

# Tim Jones

- Managing Director of OCS Worldwide
- 20 years experience in international client service
- International ecommerce support since birth of market



# How do domestic and global ecommerce businesses differ?

- Language
- Currency
- Culture
- Delivery



A silhouette of a person climbing a rock face against a bright sun in a blue sky. The sun is positioned at the top left, creating a lens flare effect. The rock face is on the left side of the image, and the climber is positioned on it, facing right. The background is a solid blue sky.

# Challenges

# What are the global delivery challenges?

## Delivery cost

- Weight sensitive
- Size sensitive
- Value sensitive
- Commodity sensitive





## Customs & border control

- Documentation
- Duty
- Licensing / restriction

# Carrier restrictions

- Dimensions
- Weight
- Liquids
- Dangerous goods



# Carrier flexibility

- International Mail
- Courier suitability for B2C
- Limited service options





# Solutions



# Meeting the global delivery challenges

## Delivery cost

- Pack appropriately
- Balance cost with speed



## Cross-border compliance

- Emergence of paperless transit
- DDP services to allow payment of duty by courier not consignee



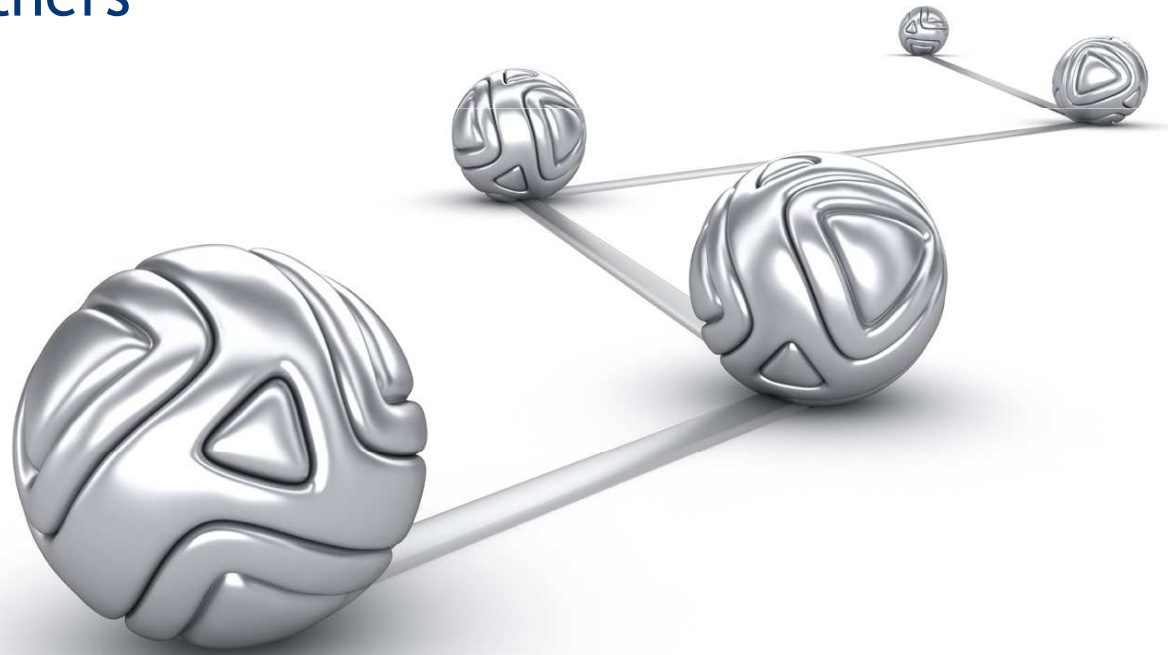
## Carrier restrictions

- Custom packaging to maximise efficiency
- Bespoke solutions for commonly restricted items such as lithium batteries or liquids



# Carrier flexibility

- European services catching up with those available in the UK
- Carriers interfacing with most suitable *last mile* partners



# Conclusions



# Summary

- Order profile significantly influences the cost and flexibility of available global ecommerce services
- For smaller, lower value orders International Mail services are hard to beat
- For larger, more valuable orders, multi-carrier solutions allow selection of the best-matched carrier in different markets
- Research markets & consult for a bespoke solution



# Conclusion

Work with a creative courier partner who will deliver a bespoke multicarrier system

- E-commerce experience
- Sector specialist service e.g. Apparel
- Storage/pick and pack

Surprise and delight your customers





Come and see our ecommerce team to discuss your requirements

OCS Worldwide  
Stand 12  
Mail & Express Delivery Show 2011

