

# HOW TO KEEP AN E-TAILER FROM BECOMING AN E-FAILURE



***RESIDENTIAL DIRECT SERVICE***  
END TO END VISIBILITY FOR DELIVERY DIRECT TO HOMES

**YRC**  
**FREIGHT**  
HOW SHIPPING IS DONE.

You spend a lot of time and money perfecting the e-commerce experience. The last thing you need is a hiccup with the delivery or return process that leads to a bad review. At YRC Freight, our Residential Direct service provides all the tools you need for happy and satisfied customers every time. Because happy customers are loyal customers.



# **WE DELIVER FOR RETAILERS BY OVER-DELIVERING FOR THEIR CUSTOMERS.**

YRC Freight will help you grow your ecommerce business and create customer loyalty.

## **WITH RESIDENTIAL DIRECT, YOU AND YOUR CUSTOMER CAN EXPECT:**

- Flexible delivery times
- Multiple delivery options anywhere in the US (even right to someone's front door)
- Online scheduling, alerts and reminders via e-mail & SMS
- Delivery confirmation and digital signature capture
- Real-time, digital picture processing to help manage claims
- Real-time order management and customer support

## **AND RETURNS ARE JUST AS EASY AND RELIABLE:**

- Dedicated returns management program provides resources to help your customers
- Fast credit reporting
- Customized solutions
- Impartial investigations
- Volume buying power

**Make sure every delivery (and return) end with a 5-star review. YRC Freight makes it quick and easy by handling all of your store-to-door residential services. Call or email our residential delivery experts today and experience the Residential Direct difference!**

**Call 877-431-9729 or Email [ResidentialDirect@YRCW.com](mailto:ResidentialDirect@YRCW.com)  
for more information on our Residential Direct Service.**