

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

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



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
for more information on our Residential Direct Service.**