

DRIVING E-COMMERCE SALES WITH SAME-DAY DELIVERY

Big Lots is one of the nation's largest closeout retailers focused on extreme value. The company is dedicated to being the big difference for a better life by delivering bargains to brag about on everything for the home, including furniture, decor, pantry and more. It fulfills its mission to help customers "Live BIG and Save LOTS" with sourcing strategies to grow extreme bargains through closeouts, liquidations, overstocks, private labels and value-engineered products.

TURNING DELIVERY INTO A DIFFERENTIATOR REQUIRES THE RIGHT LAST-MILE CARRIER

The rise of same-day delivery is creating new expectations for retailers, with big and bulky inventory presenting an added layer of complexity. Since large-item delivery isn't normally offered by discount retailers, Big Lots saw flat-rate, same-day delivery on big and bulky e-commerce orders as a competitive differentiator.

Having a national footprint meant that Big Lots would need to partner with dozens of regional carriers or a national final-mile carrier. In addition, the on-demand delivery service had to be cost-effective for the program to be profitable and sustainable.

85

NET PROMOTER SCORE

99%

SAME-DAY FULFILLMENT

0.1%

DAMAGE CLAIM RATE

Bungii has exceeded expectations and made our delivery program much better than it was before. Their operations, live support and execution **have significantly improved our same-day and on-time delivery rates.**

ANDREW DICKSTEIN | Director, Domestic Transportation

Bungii was delivering less than 5% of big and bulky orders for Big Lots when an unforeseen external challenge put the entire program at risk. The company turned to Bungii.

Within 48 hours, Bungii completed an API integration, updated operational procedures and introduced same-day delivery at over 600 additional Big Lots stores, exponentially increasing Big Lots' daily delivery volume.

The results are notable. Bungii has doubled same-day delivery fulfillment rates for e-commerce orders while enabling customer-selected, two-hour delivery windows. With Bungii's custom SOPs, step-by-step instructions for delivery pros and live support, Big Lots has increased customer satisfaction and drastically reduced big and bulky delivery order inquiries.

Big and heavy is the most important part of our same-day business, so the fact that we're able to get these goods to our customers the same day is a true differentiator.

ANDREW DICKSTEIN | Director, Domestic Transportation

Bungii has become Big Lots' leading big and bulky carrier, providing same-day delivery from nearly 700 store locations and across 70+ metro areas. With its powerful API and operational expertise, Bungii is helping Big Lots capitalize on the growing demand for large item delivery.

BUNGII ADVANTAGES

1

AGILE INFRASTRUCTURE

In just 48 hours, Bungii activated 50+ additional markets and introduced same-day delivery at more than 600 additional Big Lots stores.

2

SAME-DAY DELIVERY

The Bungii expansion has decreased delivery windows from four to two hours and increased same-day delivery rates from 20-30% to 60-70%.

3

LOWER OPERATING COSTS

With Bungii's on-time execution and live support, Big Lots has seen a remarkable decrease in delivery order inquiries.

4

SATISFIED CUSTOMERS

Best-in-class delivery execution combined with a 0.1% damage claim rate have helped Big Lots achieve an 85 NPS for big and bulky delivery orders.