

Delivery Suite

Customer expectations for fast delivery have never been higher. They want their items delivered quickly, shipped for free, and to know the order status at all times. To keep customers happy and build more loyalty, retailers and brands need the capabilities to proactively manage online order fulfillment and delivery.

Built on top of the largest, most trusted commerce network, CommerceHub Delivery Suite is an end-to-end delivery solution that provides the data analytics and visibility to help you delight customers, while enabling you to get orders delivered faster and at lower cost.

54% of US consumers

reported that slow delivery caused them to choose a different retailer.

Source: LaserShip, The Future of E-Commerce, January 2022

Increase conversion with precise delivery promises

CommerceHub uses data from its network to identify the ideal fulfillment location, warehouse processing times, and transit times to pinpoint delivery dates. These are displayed on your site through real-time API calls, so your customers can see exactly when their order will arrive at the time of purchase.

Build customer trust with branded order tracking

A branded communications experience for order status keeps customers engaged post-purchase and reduces customer service calls. Create branded tracking pages that share delivery details, and proactively send updates via email or SMS.

Lower shipping costs with automatic rate shopping

Maximize cost savings while keeping delivery promises. We select the best carrier based on optimized routing, the committed delivery date, and the best price. With passthrough shipping labels, your suppliers can use the selected carrier without an integration.

Spot trends and rapidly resolve issues via unified, real-time reporting

With a full view from order to delivery across all transactions, Delivery Suite helps customer service teams efficiently handle order status calls and provides operations teams with a centralized place to track and analyze performance.

Deliver faster and build customer trust with Delivery Suite



Deliver faster

- Reduce cart abandonment with accurate delivery promise dates
- Speed up shipping with optimized routing



Increase customer loyalty

- Reduce customer calls for "where's my order?"
- Provide proactive communications every step of the post-purchase journey



Ship smarter

- Gain visibility to route logistics and choose the best carrier at the best rates
- Track and trace delivery activities all in one place