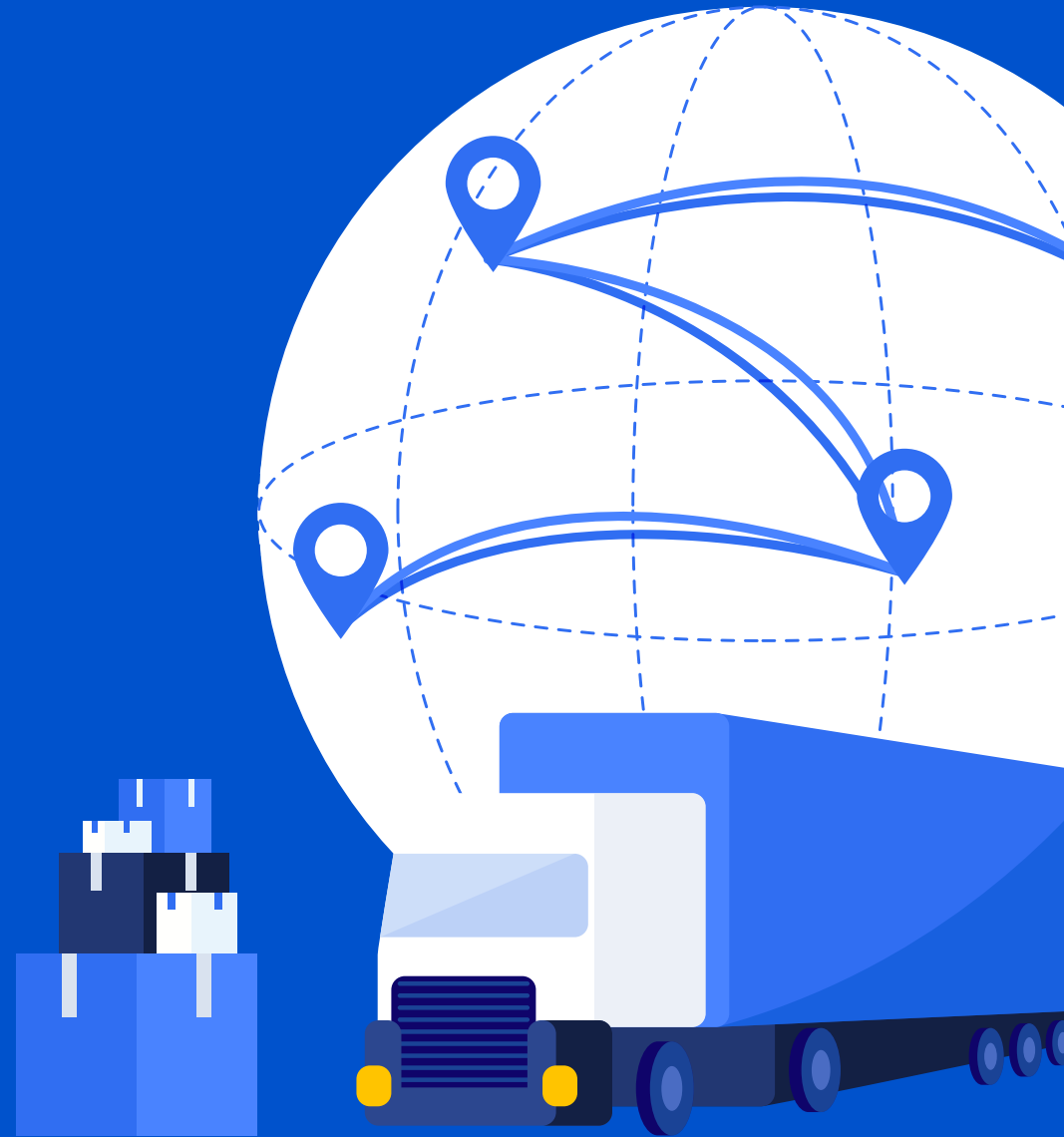


# SUPPLY CHAIN PERSPECTIVE



# TABLE OF CONTENTS

**01**

Note to Readers

**02**

Challenges

**03**

Costs and Inflation

**04**

Outlook

**05**

Methodology

**06**

About DispatchTrack

# 01

## Note to Readers

DispatchTrack's Supply Chain Perspective delves into the **current state of supply chain operations**, exploring the challenges facing supply chain leaders today and how they're thinking about the year ahead.

While reports show an easing supply chain crisis, our findings reveal that the vast majority of supply chain leaders are still experiencing significant challenges including high fuel costs, inflation, delays, and inventory supply issues, with many businesses considering fee hikes. Despite these challenges, however, supply chain leaders report an optimistic business outlook for 2023. In the coming year, organizations plan to accelerate technology adoption as well as hire more drivers and increase delivery capacity.

## HERE ARE SOME OF THE HIGHLIGHTS:

01

Despite reports of supply chain challenges easing, **7 in 10 supply chain leaders are still experiencing significant challenges.**

02

**Fuel costs top the list of obstacles**, followed by inflation and various delays outside of their control.

03

Inventory supply remains a concern among supply chain organizations, with **1 in 3 still grappling with inventory shortages** while **1 in 4 are contending with oversupply.**

04

The vast majority of supply chain leaders expect ongoing increases in operating costs, and **40% of businesses plan to increase fees** to keep up with inflation.

05

However, **nearly two-thirds report a positive business outlook** for 2023.

# 02

# CHALLENGES



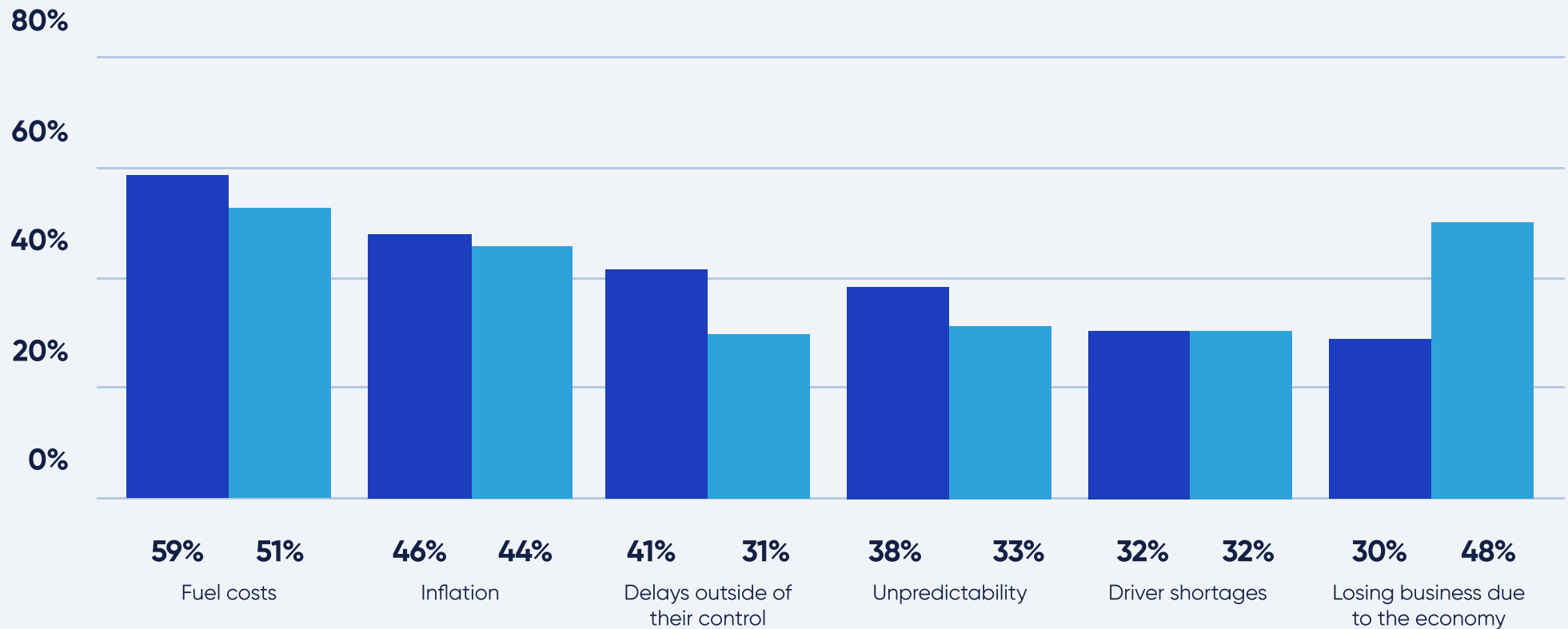
# 72%

of companies state they're still experiencing challenges, despite reports that the supply chain crisis is easing.

# CURRENT CHALLENGES AND TOP CONCERNS NEXT SIX MONTHS

**■** The **top challenges companies are still experiencing** include:

**■** The **top concerns over the next six months** include:

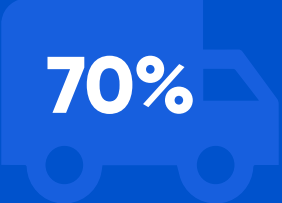


# INVENTORY SUPPLY

## Shortages



are concerned with inventory shortages this year

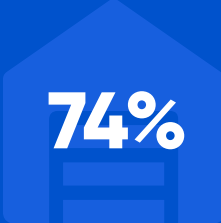


aren't concerned

## Oversupply



are concerned with inventory oversupply this year



aren't concerned





53%

are just as concerned or more concerned about **missing delivery windows** this year.



# 03

# COSTS AND INFLATION



# 62%

expect their operating costs to be **10% to 20%** higher this year than in past years.



# 17%

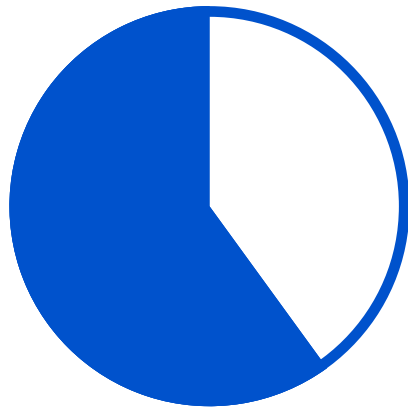
expect them to be **25% to 50%** higher.



# FEE INCREASES

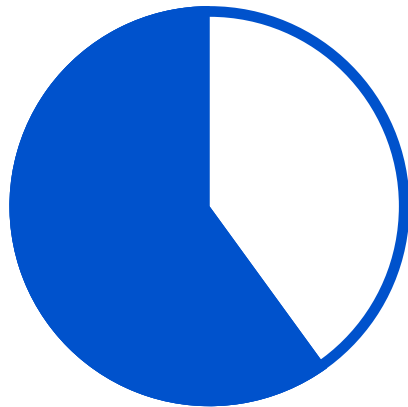
40%

do plan to increase fees



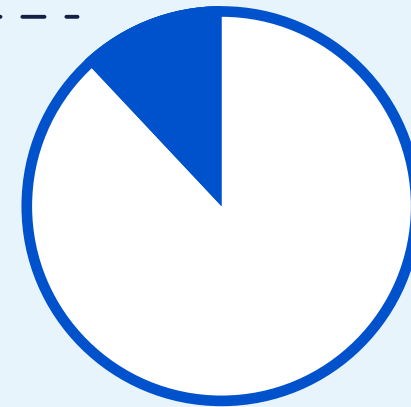
60%

do not plan to increase fees this year



12%

have had to limit warehouse space due to rising interest rates



# LIMITED WAREHOUSE SPACE

# 04

# OUTLOOK

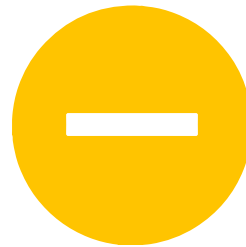
# 2023 BUSINESS OUTLOOK



**61%**

state that they have a positive business outlook for 2023

---



**30%**

are uncertain

---



**9%**

have a negative business outlook

**57%**

plan to increase technology usage or adopt new solutions

**55%**

plan to hire more drivers or increase delivery capacity

# INVESTMENTS IN THE COMING YEAR

**31%**

plan to add additional warehouse space



**23%**

plan to invest in more sustainability initiatives

# 05

## Methodology

The online survey was conducted via SurveyMonkey from April 11th - May 2, 2023 among 101 logistics professionals. Industries include furniture and appliances, 3PL, medical, auto parts, and others. Employee sizes ranged from 1-10, 11-50, 51-99, and 100+.





# 06

## About DispatchTrack

DispatchTrack is the global leader in last mile delivery solutions, helping top brands around the globe power successful deliveries 1 million times a day. Since 2010, DispatchTrack's scalable SaaS platform has made delivery organizations more connected, agile, and intelligent using highly-configurable capabilities designed to empower better delivery management from end to end. Our proprietary AI-powered routing algorithm ensures 98% ETA accuracy in last mile deliveries, and we're constantly innovating to improve performance and better serve our 2,500+ global customers, including Wal-Mart, Coca-Cola, Ashley, Ferguson Enterprises, Cargill, McCain Foods, and many others. **When businesses make promises to their customers—DispatchTrack makes sure they deliver.**

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