

Maergo 2023

Peak Performance Report

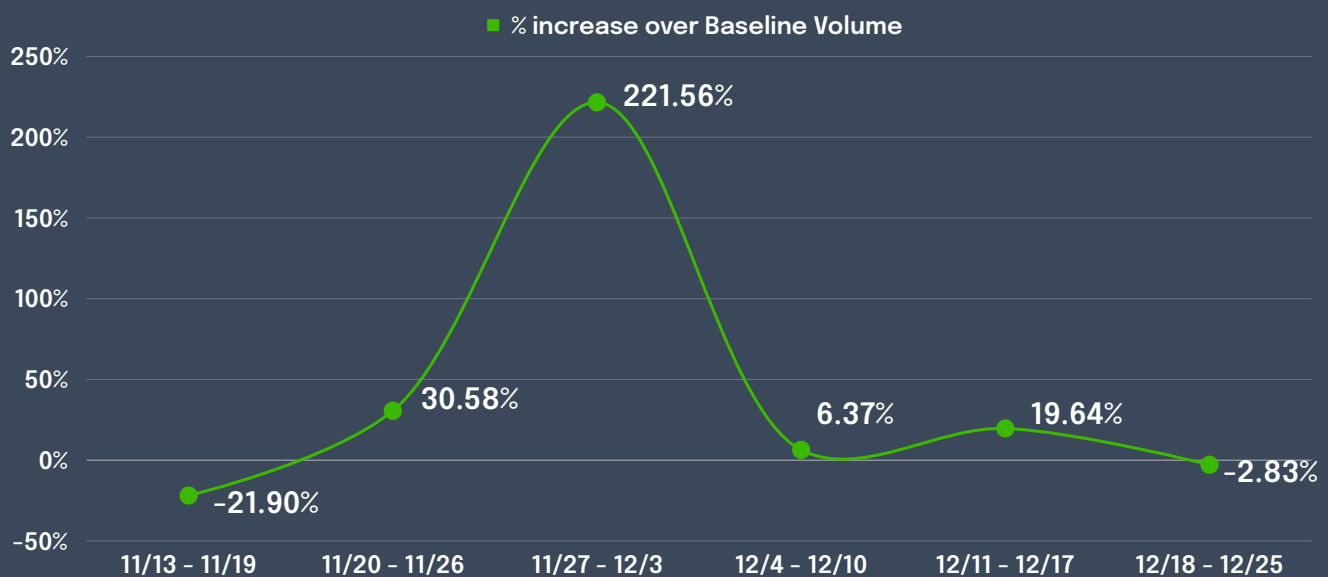
This report provides details of Maergo's network performance during the six weeks of Peak Season 2023 (Nov 13, 2023 - Dec 25, 2023).

Maergo provides a nationwide air delivery service with an SLA of 2-3 business days. Time in Transit (TnT) is defined as the time (in business days) from the first scan of a package at a Maergo facility, to when it arrives at the customer's doorstep.



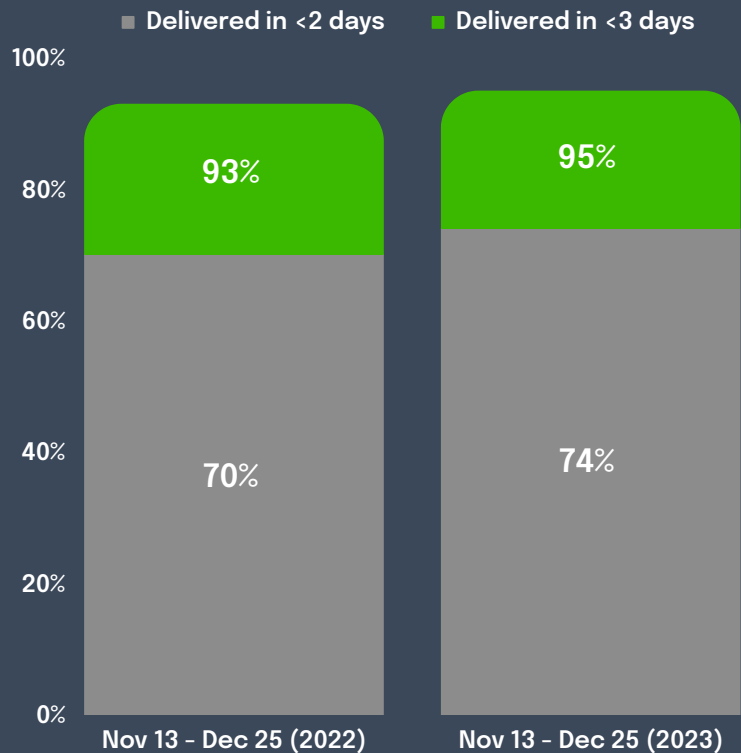
Maergo Maintains On-time Performance and Successful Delivery Rates as Network Volume Increases

Throughout the entire Peak Season, Maergo's average network volume increased by 42% (as measured against baseline network volume from October 1, 2023 - November 12, 2023). In the week following Black Friday and Cyber Monday (November 27th - December 3rd), weekly volume increased by an astounding 221% over the average network volume. Even with the massive increase in volume in the week following Black Friday and Cyber Monday, Maergo delivered 97% of packages in <3 days and 83% of packages in <2 days.

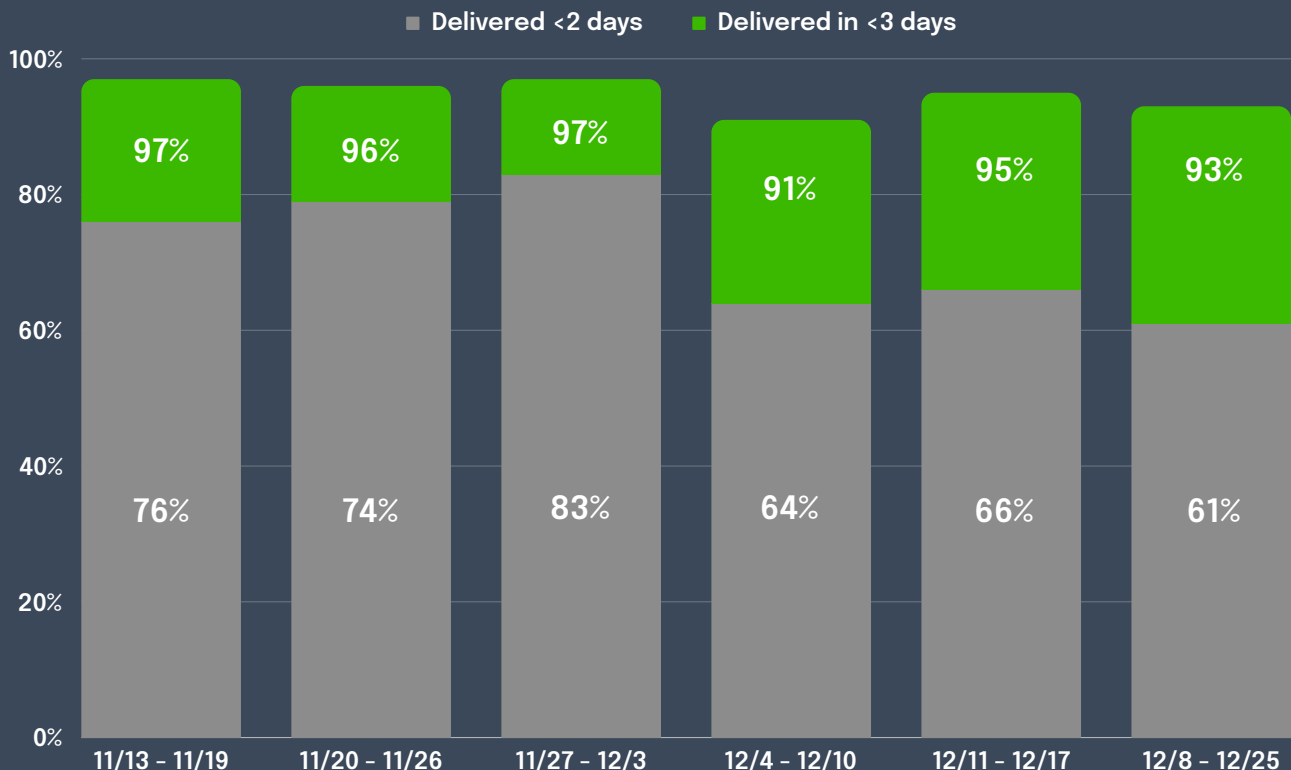


Leading up to Peak Season 2023, Maergo delivered 96% of all packages on-time (<3 days), with 79% of all packages delivered in 2 days or less.

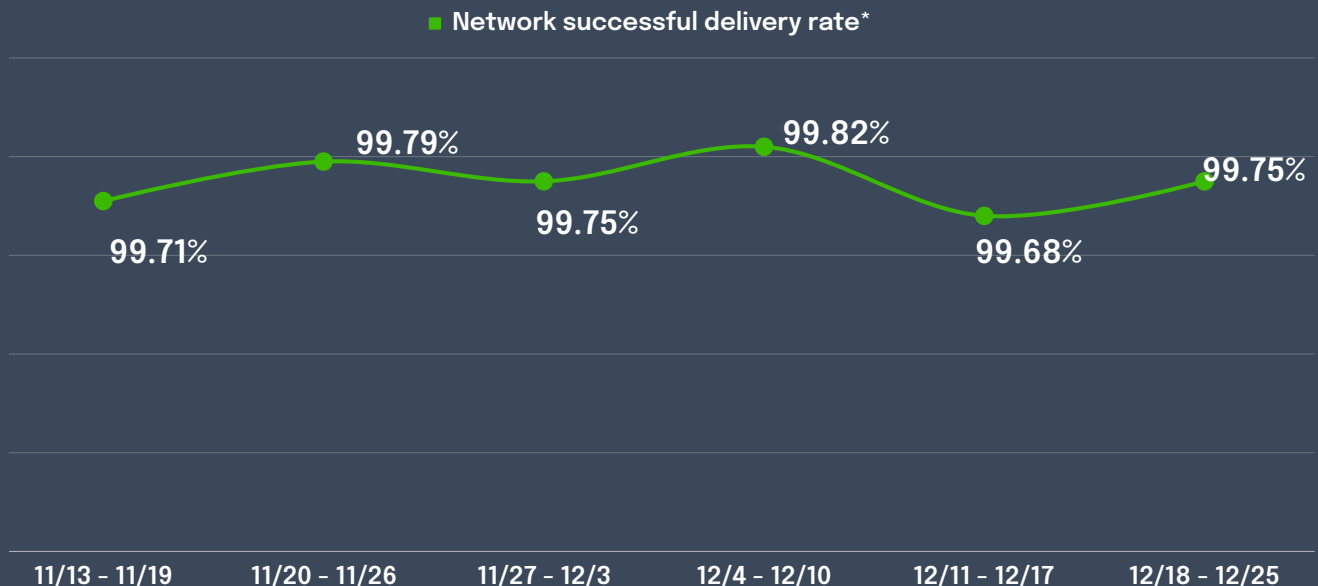
During the 2023 Peak Season, Maergo maintained this SLA with 95% of all packages delivered on-time and 74% of packages delivered in 2 business days or less. On-time delivery rates were improved from the 2022 Peak Season, when 93% of packages were delivered within the stated SLA, and 70% were delivered in 2 days or less.



Below is Maergo's on-time performance by week during Peak Season 2023.



In addition to steady on-time performance, Maergo maintained a successful delivery rate of 99.75% across the network, which was in line with Maergo's successful delivery rate throughout all of 2023.



Delivering by Christmas: Maergo Keeps Promises to the End Consumer

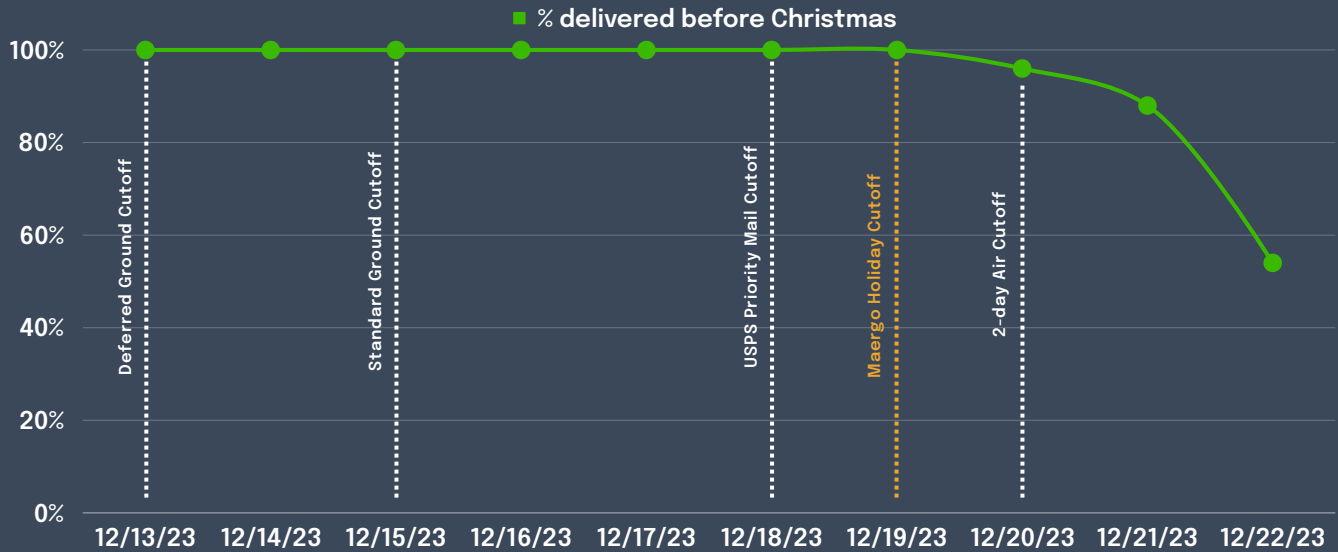
The Christmas Cut-off has become increasingly important to online retailers during Peak Season. Earlier cutoff dates lead to lost revenue as consumers look for the same product elsewhere due to the need for a guaranteed delivery before Christmas. Whereas the later the cutoff, the more likely it is the retailer can capture sales from last minute shoppers. For online retailers and 3PL partners, finding the right balance between extending the cutoff date and absorbing the cost of upgrading shipping on last minute orders can be challenging.

That balance is made much easier for retailers and 3PLs utilizing Maergo's 2-3 day nationwide service. During the 2023 Peak Season, Maergo's Holiday Delivery Cut-off ranged from December 18th - December 19th, depending on the warehouse origin and delivery zip code.



100% of the packages tendered to Maergo by December 19, 2023 were delivered by Christmas Eve, and 96% of packages tendered to Maergo on December 20, 2023 were delivered by Christmas Eve.

The table below shows the percentage of packages that were delivered by December 24th, based on the date that they were received by Maergo.



Shipping Cutoff Calendar: December 2023

SUN	MON	TUES	WED	THURS	FRI	SAT
3	4	5	6	7	8	9 DHL SmartMail Ground
10	11	12	13 FedEx Ground Economy ups SurePost	14 DHL SmartMail Expedited	15 FedEx Ground ups Ground	16 USPS Ground Advantage DHL SmartMail Expedited Max
17	18 USPS Priority Mail	19 maergo FedEx Express Saver ups 3 Day Select	20 FedEx 2 Day Express ups 2 Day Air	21 FedEx Overnight ups Next Day Air	22	23
24	25 Santa Claus	26	27	28	29	30

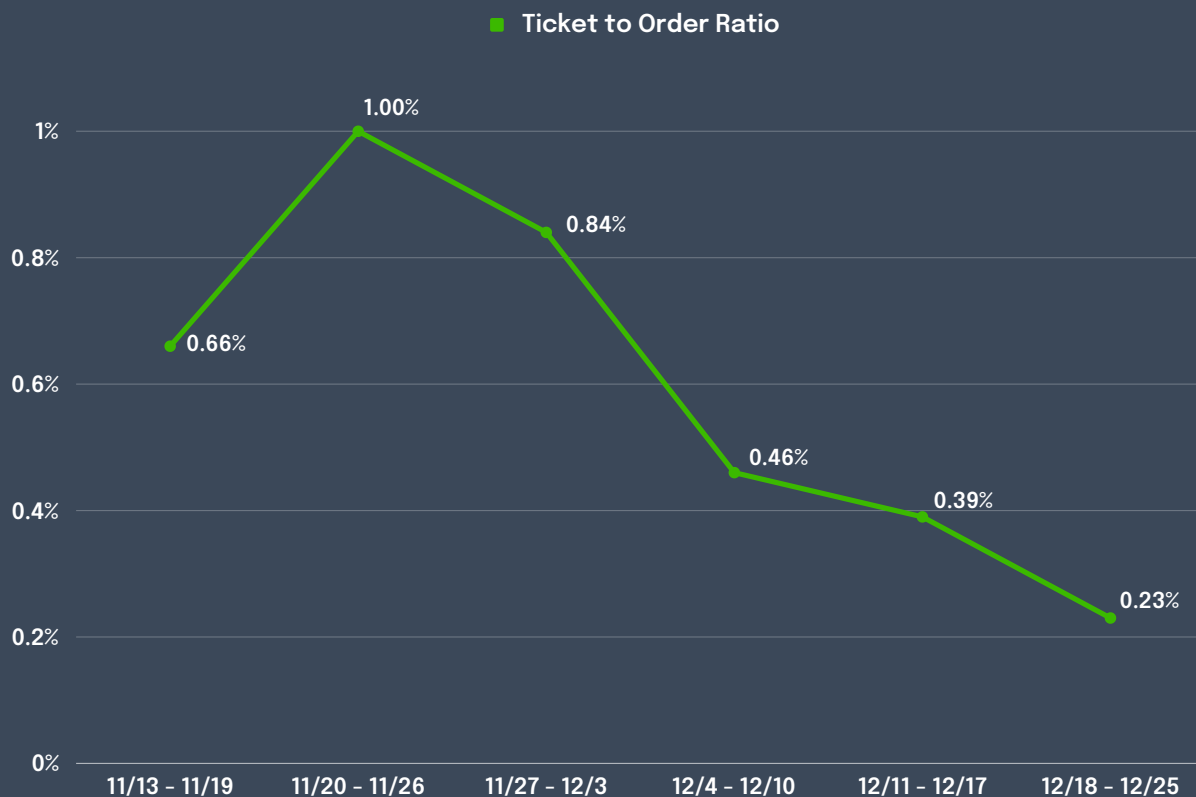
Customer Support When it Matters the Most

Throughout the year Maergo's full-time, US-based customer support team and dedicated customer success managers provide unmatched support to our customers. No time of the year is more important to maintain that level of service than during Peak Season.

During Peak Season, the overall ticket to order ratio (measured as the total number of customer support tickets submitted relative to the total number of packages shipped) was 0.68%, as compared to 1.15% during the month of October. For every 10,000 packages shipped, only 68 tickets were submitted by either Maergo's customer or the end consumer.

During Peak Season 2023 Maergo's average response time to inquiries from customers and end consumers was 50 minutes - in line with the average response time from earlier in Q3.

The chart below shows the overall ticket to order ratio by week, with most inquiries occurring around Black Friday / Cyber Monday.



My team and I love working with Maergo's customer team. They're different from other carriers in that they provide a high-touch, high-value service and are always flexible and ready to collaborate when things don't go as planned. This is really valuable to us throughout the year and especially during peak, when we see big changes in fulfillment volume and customer demand.

BUCK MASON

Rodrigo Arias
Warehouse Manager

Maergo's on time record already makes them our preferred carrier, but this was especially prevalent during our peak season. We did not see any noticeable slow downs in delivery times even when our volume was at its highest. I am continually impressed with Maergo's account managers, and their willingness to help with day-to-day planning and logistics which makes my job a million times easier during busy seasons. I am grateful to feel like I have an actual partnership with our shipping partner.

BUILT

Brittany Piquet
Customer Experience Manager

Are you ready to optimize your shipping?
Contact sales@maergo.com to get started.