

# The Future of eCommerce

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Services

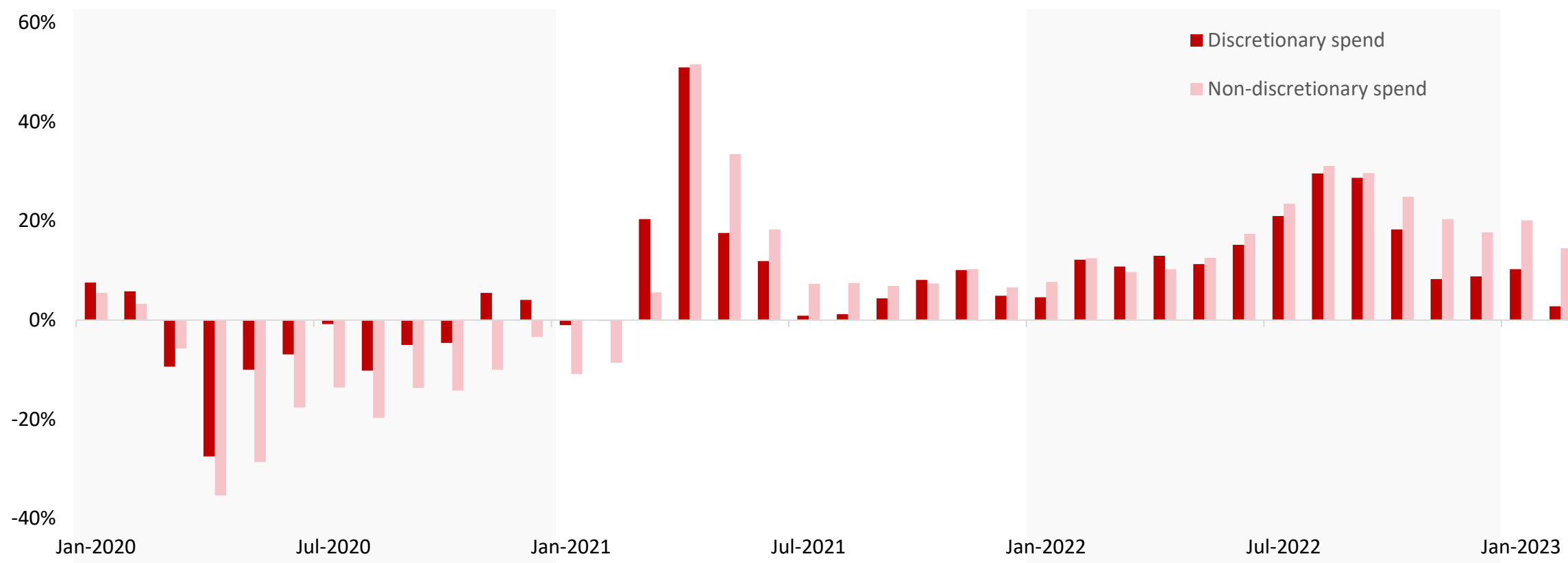
Rose Yip,

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# Discretionary spend growth slowing, while non-discretionary spend resilient

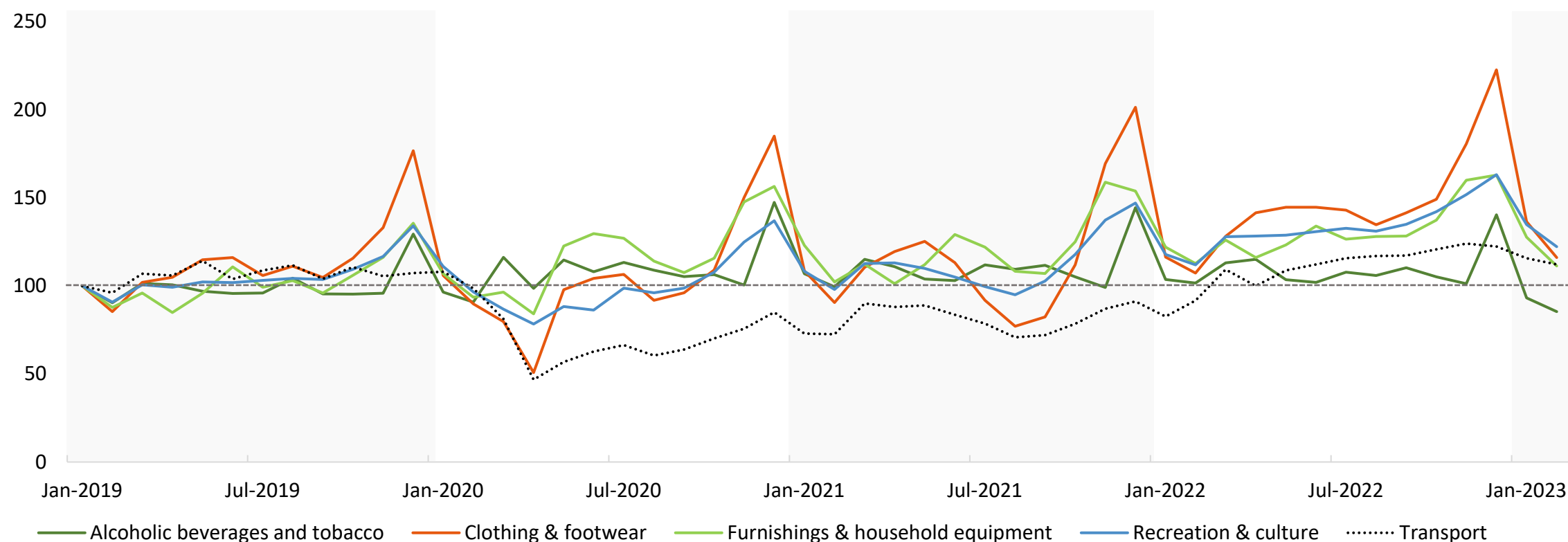
Household spending YoY change (%) (original)



Source: ABS Monthly Household Spending Indicator, Feb 2023

# Clothing & footwear showing strength throughout 2022 and start of 2023

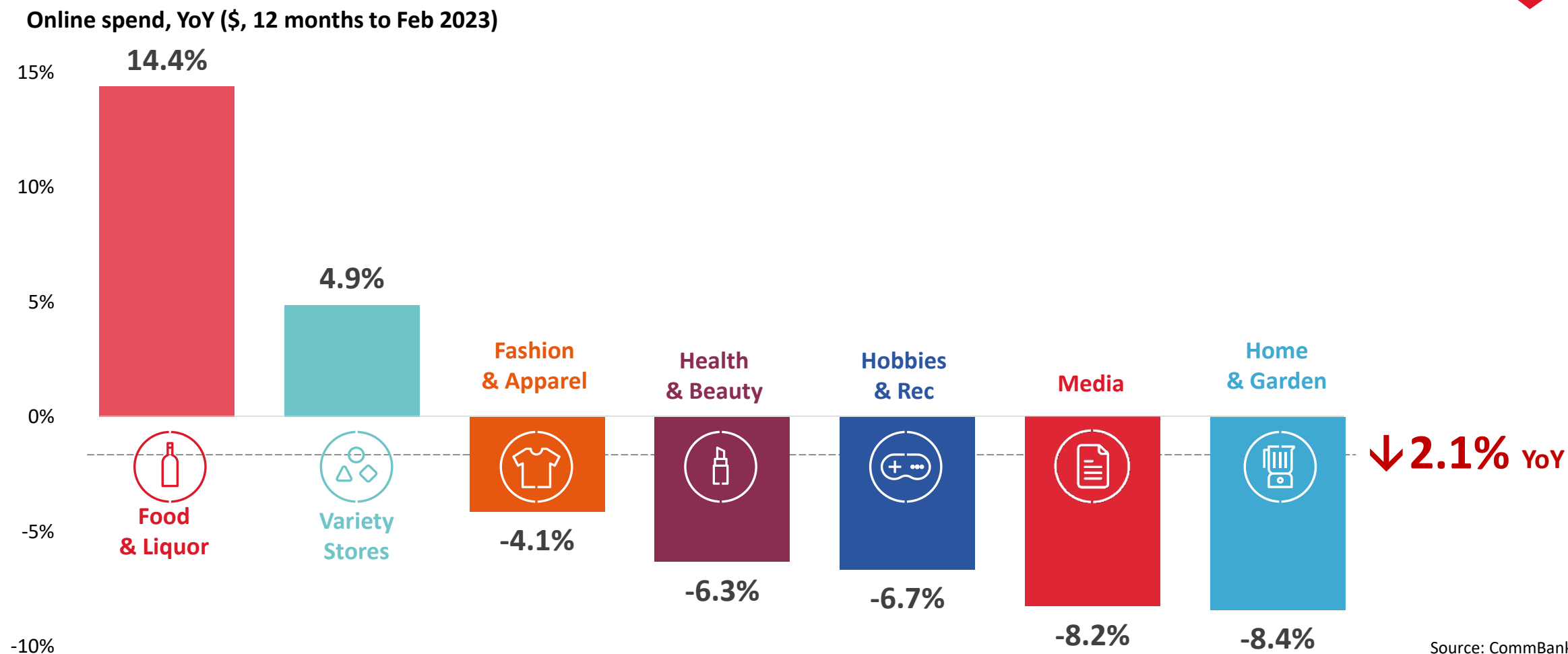
Household spending indexed to Jan 2019 (original)



Source: ABS Monthly Household Spending Indicator, Feb 2023

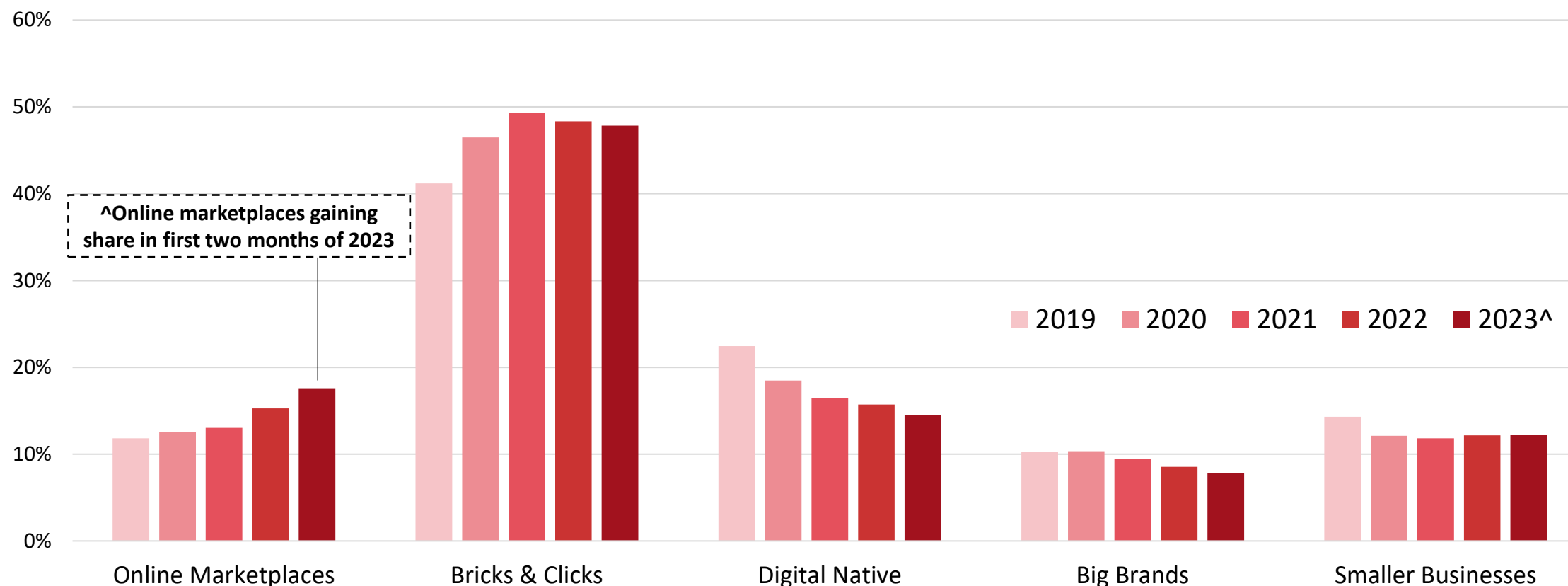


# Online showing decline, but Food & Liquor and Variety stores resilient



# Online marketplaces are gaining in popularity and taking greater share of online spend

Share of online spend by retailer type (%)



Source: CommBank iQ

# Shoppers are buying less often compared to last year

↓3.6% YoY

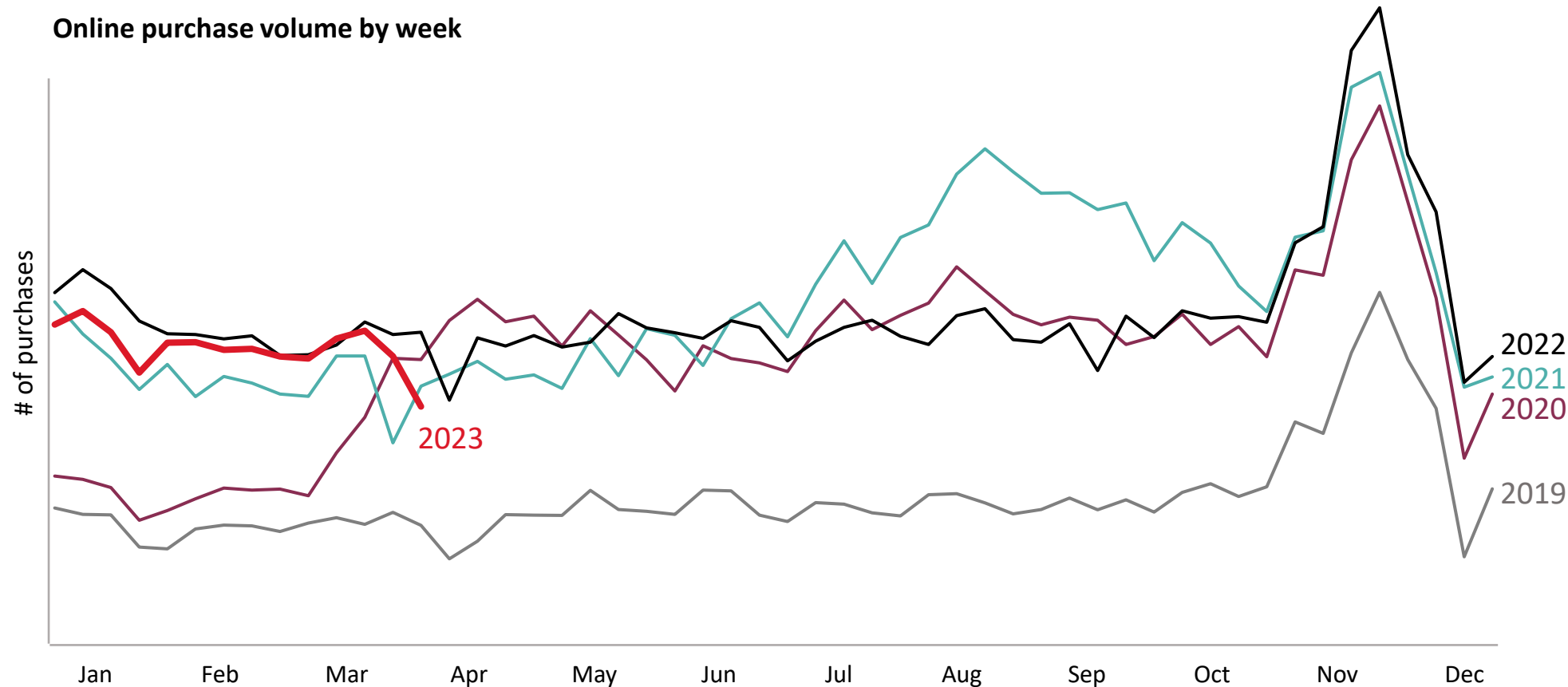
Q3 FY23 compared to Q3 FY22

↓20% QoQ

Q3 FY23 compared to Q3 FY23

↓6.2% YoY

12 months to March 2022



# Consumer buying behaviour and expectations are evolving

*What does this mean for retailers?*

## Consumers are...



Limiting their online spending, looking for **cheaper alternatives** and waiting for **sales events** before committing to a purchase



**Increasingly leveraging online subscriptions**, particularly those that offer free and fast delivery

## Consumers expect retailers to...



Offer **free delivery** and **free returns**



Provide **seamless omnichannel** shopping experiences with well integrated online and offline channels



Give greater **control, choice and flexibility** with deliveries



Think and act in more **sustainable** ways

By 2033, we  
expect around

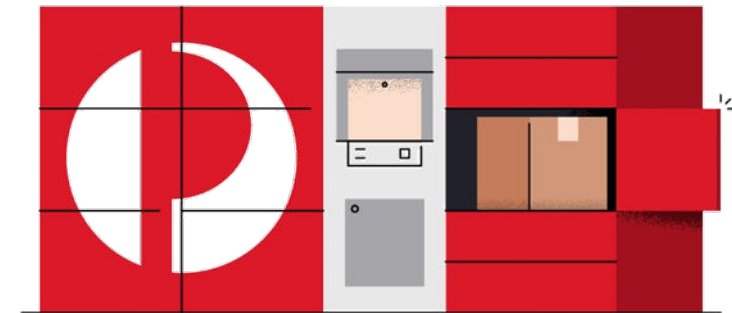
# 1 in 3

dollars will be spent online



Post Offices  
reimagined

## Lifestyle changes = last mile changes



Globally, Parcel lockers  
expected to almost double  
over the next 5 years<sup>^</sup>

<sup>^</sup>Fortune Business Insights, Global Smart Parcel Locker Market Size 2020-2029, September 2022