



**Customer  
lifetime value**

**Unboxing  
& customer  
experience**

What's on  
your mind?





# What's on your mind?



If these sound familiar to you, Pregis can help! Our eCentric packaging platform is designed for retailers by people passionate about creating a positive customer experience. We balance your other essential business needs so you don't have to compromise!

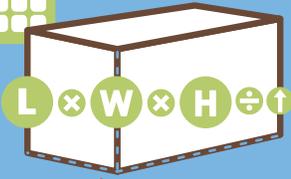


What's important  
to you?





## Shipping costs: .....



What portion of your fulfillment expense is tied up in shipping?

Our experts understand these evolving challenges and have the tools to help you make the right decisions. The goal is to minimize your shipping costs by optimizing dimensional weight and the multitude of other billing considerations.

Yes, we are packaging geeks! And we have the parcel shipping calculator to prove it!



## Customer Lifetime Value (CLV): .....



Customer acquisition is more challenging & costly than ever before.

With average online conversion rates of 4% and pay-per-click ads on the rise, we understand that maximizing CLV is essential to recovering your investment and remaining profitable. We can help educate your team on best practices to maximize CLV and quantify the long term impact to your company.

## Customer experience & the unboxing phenomenon: .....



Looking to wow your customers and create an emotional connection when unboxing?

Our mission is to help customers create a positive unboxing experience that is worthy of sharing with others and encourage repeat business. We have performed extensive research on the emotions that packaging can have on the consumer. This data will provide insight into the consumer's preferences and motivators.

Packaging can also be used to support your brand image including custom printing, sustainable solutions and premium packaging.



## Multi-channel fulfillment: .....



Is it important to provide a consistent customer experience regardless of shipping point?

Pregis offers a wide assortment of solutions that can scale with your operation and create a seamless customer experience when shipping from fulfillment/distribution centers, stores, 3PLs and even direct from the manufacturer.



## Damage & returns: .....



Have you measured the potential impact of damage on profitability?

We have. Multiple cost variables and future lost sales can all impact the bottom line as a result of damage. Our 6 part analysis (and yes, calculator) will quantify how much this can affect profits. Not only now, but in the future. We can help you select the best protective packaging solution to minimize damage, optimize packaging and shipping cost through our thorough packaging value analysis. We can also help you design a packaging solution that is best suited for round trip shipping to maximize resale value of returns.

## Best total cost solution: .....



Our team takes pride in delivering a solution that best meets your cost objectives.

Our detailed analysis of your operation takes into consideration materials, labor efficiencies, throughput, warehouse utilization and countless other factors. Because we have such a wide material and equipment portfolio, we make recommendations based on what you need rather than what we want to sell. You can trust that we have a solution to meet your organization's needs.



Yes, we are different from all the other packaging guys! The eCentric packaging platform is designed for etailers by people that are passionate about creating a positive customer experience while balancing the other business needs.

### Ecommerce focused:

Our team is focused on the market trends that are impacting your business. Since we know retail and the various channels to market, our eCentric Solutions team can be a consultative resource that helps you drive measurable improvements through packaging.

### Experience gurus:

Customer experience is at the heart of all we do. We believe opening your shipment should bring joy and create a 'huggable' moment. We can help you deliver an unboxing experience worthy of millions of views. In other words, we can help you maximize customer lifetime value through packaging.

### Experts in packaging:

Pregis is an innovative protective packaging manufacturer. We provide solutions that minimize shipping costs, keeps your products flying out the door, elevate the customer experience and reduce damages across all of your fulfillment channels.

Pregis' eCentric (perhaps unconventional) approach to supporting etailers and ecommerce customers means that you do not have to compromise in order to balance your essential business needs and wants.



Offer just about any type of protective packaging material & equipment you could ever need!



Implementation support to provide training & create consistent, standardized processes across all channels.



National supply network to provide these solutions to your door.



Tech service to maintain equipment & keep packages flying out the door. Plus a 24/7 hotline.



Partner focused on best total cost to meet your budget & business needs.



Tools that quantify (& show off) the good decisions you are making for the business.



Eliminate damage, elevate the customer experience and reduce shipping costs.



**HASSLE FREE PARTNER!**

We *still* like to play with the box when we open a package



Our #1 pet peeve – damage from misuse of packaging

We are packaging nerds...we bring our own bubble to parties as our favorite brand of 'POP'!

Santa Claus is our biggest customer!



eCentric

ecommerce focused | experience gurus | experts in packaging

packaging platform  
by Pregis

Dropbox means something *totally* different to us

We reinvented ourselves as Pregis about 10 years ago (but we are actually over 50+ years old!)

We are the ultimate matchmaker. We have yet to meet a package we couldn't find a match for within our vast product offerings!



Contact Pregis for all of your protective packaging requirements:  
**877.692.6163** [ecentric@pregis.com](mailto:ecentric@pregis.com)  
[www.pregis.com](http://www.pregis.com)

 **Pregis**  
Protective Packaging Solutions

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