



# E-commerce Logistics and Fulfilment Systems

**Duration:** 5 Days

**Language:** en

**Course Code:** IND09-114

## Objective

By the end of this course, participants will be able to:

- Understand the logistics ecosystem in e-commerce.
- Design efficient fulfilment strategies for online businesses.
- Evaluate and select warehousing and inventory systems.
- Optimize last-mile delivery and reverse logistics.
- Apply data-driven decision-making to improve supply chain performance.

## Audience

This course is ideal for:

- E-commerce business owners and entrepreneurs.
- Logistics and supply chain professionals.
- Operations managers and fulfilment coordinators.
- Warehouse and distribution staff.
- Anyone interested in building or improving e-commerce logistics.

## Training Methodology

The course uses a combination of interactive lectures, real-life case studies, group problem-solving activities, and hands-on simulation tools. Participants will engage in role plays, fulfilment scenario planning, and system mapping exercises to translate theory into practice.

## Summary

This course provides a comprehensive understanding of logistics and fulfilment operations in the e-commerce sector. Participants will explore the end-to-end supply chain processes, from order placement to last-mile delivery, with a focus on inventory management, warehouse technologies, automation, and customer satisfaction. The course also examines real-world case studies and

global best practices to build efficient, scalable logistics solutions for online retail.

## Course Content & Outline

### Section 1: Introduction to E-commerce Logistics

- Key differences between traditional and e-commerce logistics.
- The role of logistics in customer satisfaction.
- Fulfilment models (in-house, third-party, dropshipping).
- Omnichannel logistics and hybrid retail strategies.

### Section 2: Inventory & Warehouse Management

- Inventory control techniques (JIT, EOQ, ABC analysis).
- Warehouse layout and picking strategies.
- Automation, robotics, and smart warehousing.
- Integrating WMS with e-commerce platforms.

### Section 3: Order Fulfilment Process

- Order processing lifecycle (receiving to dispatch).
- Packaging strategies and sustainability considerations.
- Fulfilment KPIs and service level agreements (SLAs).
- Handling peak seasons and demand forecasting.

### Section 4: Shipping, Delivery & Returns

- Carrier selection and rate negotiation.
- Last-mile delivery challenges and solutions.
- Real-time tracking and customer communication.
- Reverse logistics and returns management.

### Section 5: Technology & Data in E-commerce Logistics

- Role of ERP, TMS, and AI in logistics optimization.
- Data analytics for performance tracking.
- Blockchain in e-commerce logistics.

- Case studies: Amazon, Shopify Fulfilment, Alibaba.

## Certificate Description

Upon successful completion of this training course, delegates will be awarded a Holistique Training Certificate of Completion. For those who attend and complete the online training course, a Holistique Training e-Certificate will be provided.

Holistique Training Certificates are accredited by The CPD Certification Service (CPD), and are certified under ISO 9001 and ISO 29993 standards.

CPD credits for this course are granted by our Certificates and will be reflected on the Holistique Training Certificate of Completion. In accordance with the standards of The CPD Certification Service, one CPD credit is awarded per hour of course attendance. A maximum of 50 CPD credits can be claimed for any single course we currently offer.

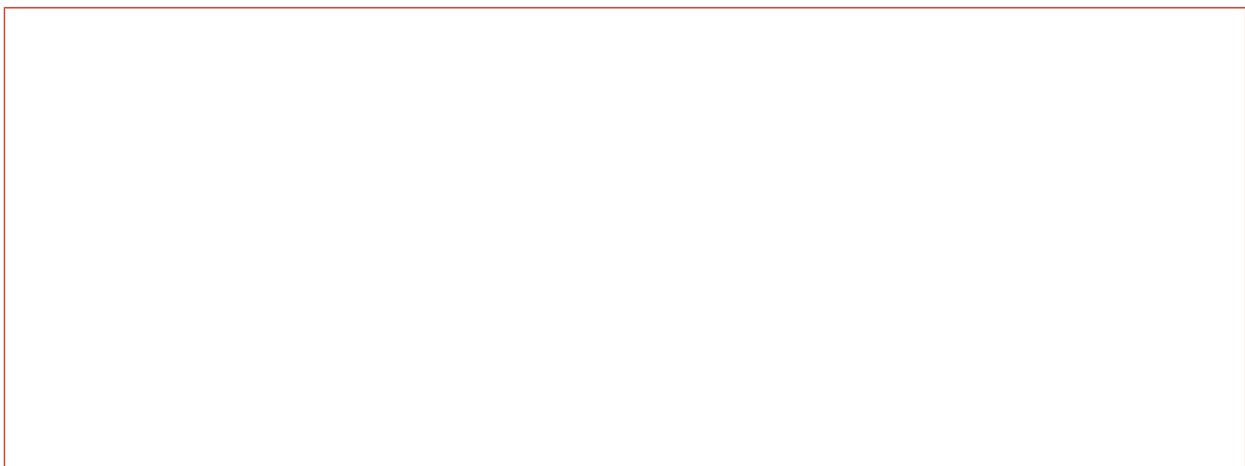
## Categories

Procurement, Warehouse, Logistics & Supply Chain, Retail and Trade, Technology

## Tags

Shipping, Returns Logistics, E-commerce Logistics, Delivery, Warehouse Management

## Related Articles





## UNDERSTANDING LOGISTICS MANAGEMENT

### **Efficient Logistics Management: A Dive into Strategies & Benefits**

Discover logistics management—its types, role vs. supply chain, and optimisation tips to streamline resource movement and boost efficiency.