



Industry terms and definitions

Making E-Commerce Flow



Terms and Definitions

Part 1



definition

[def-uh-nish-uh n]

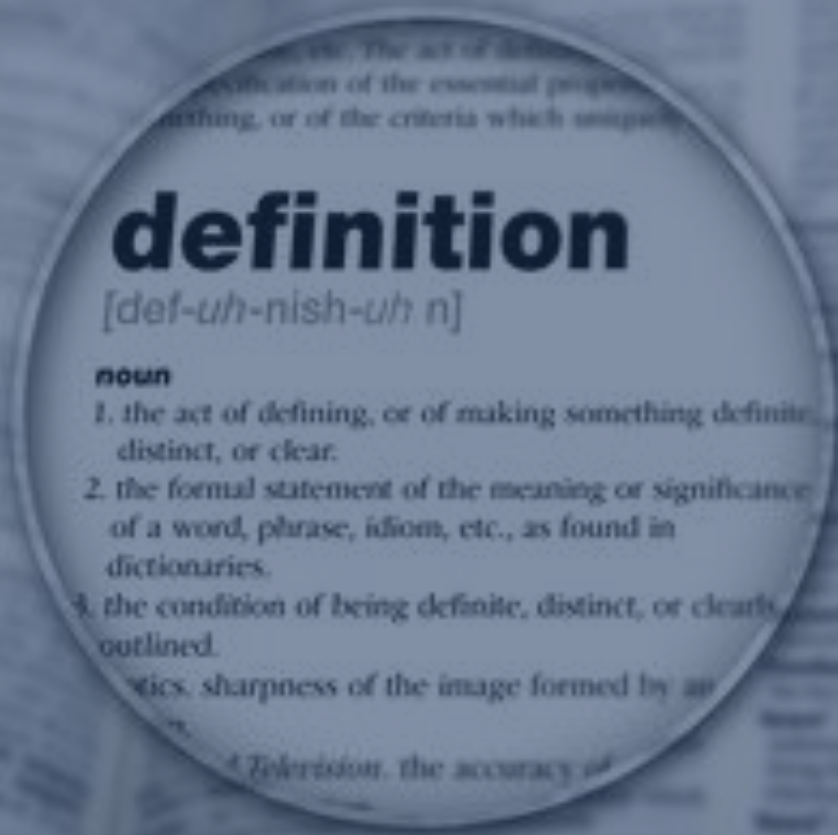
noun

1. the act of defining, or of making something definite, distinct, or clear.
2. the formal statement of the meaning or significance of a word, phrase, idiom, etc., as found in dictionaries.
3. the condition of being definite, distinct, or clearly outlined.

- ❑ **Fulfilment:** The process of receiving, processing, and shipping orders for products placed by customers.
- ❑ **Inventory Management:** The practice of overseeing and controlling the flow of goods, including ordering, storage, and tracking of inventory levels.
- ❑ **Warehousing:** The storage of goods in a designated facility, often managed by a third-party logistics provider, before distribution.
- ❑ **Order Tracking:** The ability to monitor and trace the status and location of an order from the moment it is placed until it is delivered.
- ❑ **Pick and Pack:** The process of selecting items from inventory (picking) and then packaging them (packing) for shipment.
- ❑ **Last-Mile Delivery:** The final stage of the delivery process, where goods are transported from a distribution center to the end customer's location.

Terms and Definitions

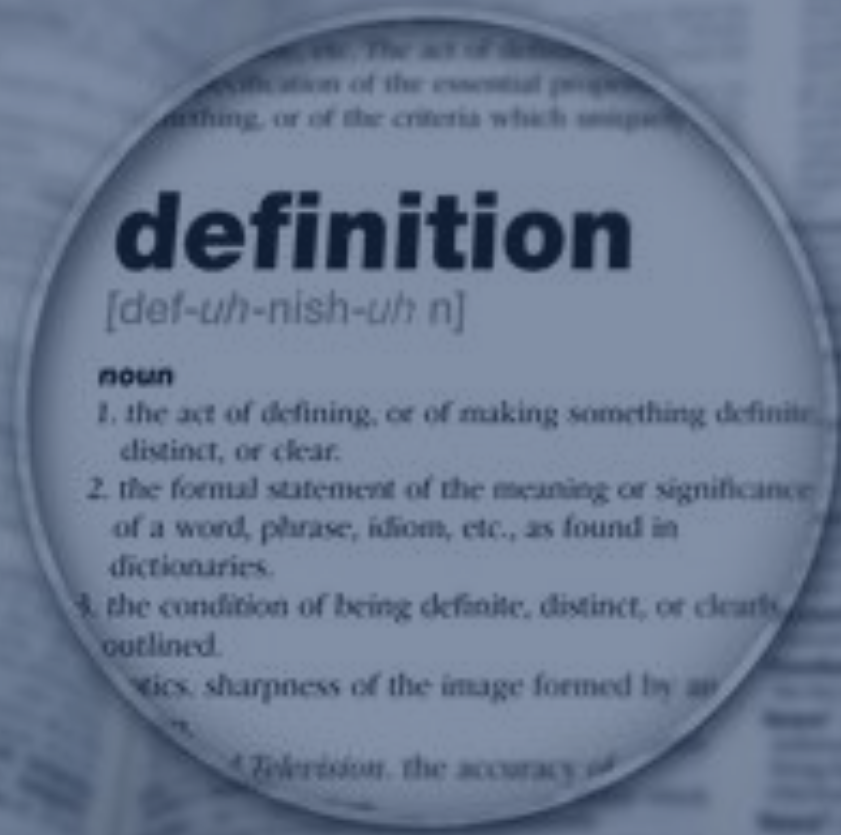
Part 2



- ❑ **Drop shipping:** A fulfillment method where the retailer does not keep inventory in stock. Instead, they transfer customer orders and shipment details to the supplier, who then directly ships the products to the customer.
- ❑ **Cross-Docking:** A logistics strategy where products from incoming shipments are unloaded from a truck or container and immediately loaded onto outbound trucks or containers, minimizing the need for storage.
- ❑ **Supply Chain Management:** The coordination and management of all activities involved in the production and distribution of goods, from the procurement of raw materials to the delivery of the final product to the end customer.
- ❑ **Reverse Logistics:** The process of managing returned products, including product repairs, replacements, recycling, or disposal.
- ❑ **E-commerce Platform:** An online platform or website that facilitates the buying and selling of goods and services over the internet.

Terms and Definitions

Part 3



- ❑ **Omni-Channel:** A retail approach that integrates multiple sales channels (e.g., online, physical stores, mobile apps) to provide a seamless and consistent customer experience.
- ❑ **Inventory Forecasting:** The use of historical data, market trends, and predictive analysis to estimate future demand and plan inventory levels accordingly.
- ❑ **Drop-off Point:** A designated location where customers can drop off their returns or collect their online purchases, often provided by third-party logistics providers or retail partners.
- ❑ **Supply Chain Visibility:** The ability to track and monitor the movement of goods throughout the supply chain, providing real-time insights into inventory levels, shipment status, and delivery tracking.
- ❑ **Freight Forwarding:** The organization and coordination of the movement of goods and shipments from one location to another, typically involving multiple transportation modes.

Terms and Definitions

Part 4



definition

[def-uh-nish-uh n]

noun

1. the act of defining, or of making something definite, distinct, or clear.
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3. the condition of being definite, distinct, or clearly outlined.

- ❑ **Carrier:** A company or entity that provides transportation services for shipping goods, such as trucking companies, airlines, or shipping lines.
- ❑ **3PL (Third-Party Logistics):** A company that offers outsourced logistics and supply chain management services, including warehousing, transportation, and distribution.
- ❑ **Customs Clearance:** The process of complying with customs regulations and obtaining the necessary approvals and documentation for international shipments.
- ❑ **Packaging and Labelling:** The preparation of products for shipment, including proper packaging to ensure protection during transportation and the application of labels for identification and tracking purposes.
- ❑ **SKU (Stock Keeping Unit):** A unique code or identifier assigned to each individual product or item in inventory to facilitate tracking and management.
- ❑ **WMS:** is a software application that helps manage and control the operations within a warehouse, including inventory tracking, order fulfilment, and optimization of storage and labour resources.



Thank you
for your
time.

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