Challenges in E – Commerce Supply Chain

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Abstract- E-commerce basically cut down cost of transportation and help customers to shop online from anywhere anytime. E – Commerce available 24*7 to give all benefits to their customers only by clicking items. In today's world customer prefer to switch to the best option with least efforts therefore the best option for such customers is online shopping. E-commerce is bringing extensive growth and a landscape of continuing change in managing logistics and supply chain operations.

I. INTRODUCTION

E commerce has introduced new demands on inventory management. An increased number of stocks – keeping units is inevitable. Rapid development of information technology especially their suppliers, their customers and various service providers has improved information management in supply chain. The impact of E-Commerce cover both business to business (B 2 B) and business to customer (B2C) transactions. E commerce is conducted through internet computer network. It integrates all intercompany and intra company. High value electronic items are a particular headache, buffer stock must be kept low and problems arise when the supplier or distributor does not have available stock. Knowing the exact status of your inventory is vital to ensure you are not losing these orders to competitors. Understanding the value of e-business to supply chain management (SCM) is a vitally important issue in today's technology-intensive world. More knowledge of the impacts of e-business is needed to be able to capture the full potential of these emerging technologies and business processes. It is thus challenging to capture interactions between IT and the business environment and consequently provide a basis from which to evaluate the value of e-business to supply chain management. We need to improve our understanding of ways of capturing the potential of e-business in supply chain management. E commerce has also become associated with solutions and tools such as portals, e – marketplace, e – auctions or virtual inventory.

II. ELABORATIVE APPROACH

Source: - 123rf.com Dia 1.1.

- Challenges in logistics-

E – Commerce orders are small but the shipment of these order is much higher, that's why the scope of requirement for the logistics is much high, here the logistics service is provided to the final customer who expect more from logistics service. According to present news, logistics has an important Impact on success of business, whereas customer demands and client demand are a top most factors of challenges in logistic. Future logistics management should focus more on controlling the distribution service quality. Companies find the outsourcing is more effective way to fulfil their customers. i.e., Amazon – they provide excellent service to their customer and the rates of customer satisfaction is also high.

- Future direction –

The future direction of E – Commerce supply chain management consider status of funds, management level, etc. To support E – Commerce future technologies includes – internet of things (IOT) and cloud computing. Such technology upgrade the E – Commerce logistics implement not only the giant corporation, but also for small enterprises to get the benefits from E- Commerce.

III. HOW E – COMMERCE HAS CHANGED THE SUPPLY CHAINGE:

In earlier days customer only used to visit one particular shop to buy a product but now scenario has

totally changed, all new technologies has come up with lot many services. Today, consumers can quickly shop and buy products from all over the world and get there delivered in their door step. This directly means consumers have more choices today than they did in years past. If one online store run out of a particular, they can quickly jump over to another website until and unless they find the item, they need to satisfy them fully. E – Retailers need to keep their inventory updated if they really want customer satisfaction of interviews, Assessment and psychometric examinations as employee selection process. They further stated that recruitment process may be internal or external or may also be conducted online. Typically, this process is based on the levels of recruitment policies, job postings and details, advertising, job Application And interviewing process, Assessment, decision making, formal selection And training (Korsten 2003).

CONCLUSION

This paper talks about challenges in E – Commerce supply chain. This paper highlights the core concept of E – Commerce supply chain as well as logistics. It gives the detail analysis of future direction and challenges of E – Commerce, what all are the customer satisfaction level and their shifting of minds accordingly.

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APPENDIX

Diagram 1.1

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