A STUDY ON WAREHOUSE MANAGEMENT SYSTEM AND SUPPLY CHAIN MANAGEMENT OF AN E-COMMERCE COMPANY "FLIPKART"

BY

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Submitted to

BIJU PATNAIK INSTITUTE OF INFORMATION TECHNOLOGY & MANAGEMENT STUDIES

In partial fulfilment of the requirements for the award of the degree of

MASTER OF BUSINESS ADMINISTRATION

Under the guidance of

INTERNAL GUIDE	EXTERNAL GUIDE
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2020-2022

Biju Patnaik Institute of Information Technology & Management Studies

Estd. 1999

CERTIFICATE

This is to certify that Research study entitled "A Study on Warehouse management system and Supply Chain Management of an e-commerce company FLIPKART" is prepared by Mr. Sourava Ranjan Dash under guidance and supervision of Dr. Gobinda Chandra Panda during Academic session of 2020-2022 as partial fulfillment of M.B.A from BIJU PATTNAIK UNIVERSITY OF TECHNOLOGY Bhubaneswar, Odisha. This thesis has not formed before the basis for the award of any degree, diploma or any other similar titles.

Signature of Internal Guide   **Signature of External Guide**   **Signature of Principal**

DECLARATION

I, SOURAVA RANJAN DASH, hereby declare that the Internship report entitled "A Study on Warehouse management system and Supply Chain Management of an e-commerce company FLIPKART" with reference to "FLIPKART, Haringhata RDC" prepared by me under the guidance of Dr. Gobinda Chandra Panda, Assistant Professor Quantitative Technique M.B.A Department, Biju Patnaik Institute of Information Technology and Management Studies and external assistance by Mr. Rajeev Biswas, A.M, Inbound, FLIPKART.

I also declare that this Internship work is towards the partial fulfillment of the university regulations for the award of the degree of Master of Business Administration by BPUT, Rourkela, Odisha.

I have undergone an industry internship for a period of 45 days. I further declare that this report is based on the original study undertaken by me and has not been submitted for the award of a degree/diploma from any other University / Institution.

Signature of Student   **Dr. Gobinda Chandra Panda**

Place: Bhubaneshwar   (Assistant Professor Q.T.)

Date:

ACKNOWLEDGEMENT

I take this opportunity to express my sincere gratitude to the following people without whose help and guidance the successful completion of my project work would have not been possible.

I extend my heartfelt thanks to our Corporate Guide Mr. Apurva Patro for the constant and valuable guidance throughout the entire internship.

I would also like to thank the AM Mr. Rajeev Biswas to make me part of some interesting and valuable projects and providing me with such an interesting topic to work with.

I would like to take the pleasure of this opportunity to express my heartfelt gratitude to my guide Dr. Gobinda Chandra Panda who gave his valuable suggestions throughout my project.

Finally, I thank all my faculty members, my parents and friends for moral support and good wishes who have directly or indirectly have contributed towards my project, I am very much indebted to them.

EXECUTIVE SUMMARY

The Indian e-commerce sector is ranked 9th in cross-border growth in the world, according to Payoneer report. Indian e-commerce is projected to increase from 4% of the total food and grocery, apparel and consumer electronics retail trade in 2020 to 8% by 2025. India's e-commerce orders volume increased by 36% in the last quarter of 2020, with the personal care, beauty and wellness (PCB&W) segment being the largest beneficiary. As most Indians have started shopping online rather than stepping outside their houses, the Indian e-commerce sector witnessed an increase.

In today's global marketplace, effective supply chain management is seen as a significant competitive advantage for a business. The enterprise that conducts robust supply chain planning activities, delivers increased efficiencies. Supply chain managers plan, schedule, and control that flow of goods to help the company stay competitive and control costs. They build the bridges between suppliers, companies, and consumers. FLIPKART one of the leading domestic organizations in India has been contributing to the economy by providing quality consumer product in a comparatively reasonable price. If the winning factor for FLIPKART has been investigated, the result would be its outstanding supply chain procedure. The report tries to highlight how the supply chain activities of FLIPKART help the company to be more efficient and competitive in the market. The supply chain of FLIPKART has been described in this paper with the light of this concept. Increasingly, supply chain management is being recognized as the management of key business processes that comprise the supply chain. Optimized supply chain management can decrease total system cost, inventory and cycle times while significantly increasing stock availability and inventory turns. If these issues can be solved then, it will provide greater profits, improved customer service and competitive advantage to the company. FLIPKART has been continually being benefitted by its outstanding supply chain management. It offers invincible professionalism and expertise in the entire commercial activities of FLIPKART as well as gaining comparative advantage over it competition and gaining more customer trust and share.

CONTENTS

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PROJECT TITLE

A STUDY ON WAREHOUSE MANAGEMENT SYSTEM AND SUPPLY CHAIN MANAGEMENT OF AN E-COMMECE COMPNY "FLIPKART"

Objectives of study

- To study the warehouse management system.
- To study the supply chain and reverse logistic.
- To study the concept of Electronic Data Interchange.
- To study the Inward & Outward process.

Scope of study

- The scope of low inventory cost lead to low price.
- To know what is GTL (Goods Transfer List) Process
- To study of GRN (Goods Received Notes)

Research Methodology

I started the secondary research of the e-commerce industry in internet and news articles. The primary data collected through internship in Flipkart Haringhata RDC, West Bengal. It is the largest warehouse of Flipkart India Private Limited in Asia. Also took interview of Mr. Rajeev Biswas assistant manager and in charge of SCM in Putting Department, Mr. Apurva Patro Team Leader and Mr. Moksh Rathore Senior assistant. With their input on the purchase, Logistics, Order Processing, Supplier Management and Customer Support. Also asked some survey questions to the off-role employee.

LITERATURE REVIEW

Sharma and mittal (2009): "prospects of e-commerce in India"
India is showing tremendous growth in the e-commerce. The real estate costs are touching the sky. Today e-commerce has become an integral part of our daily life. There are website providing any number of goods and services. The e-commerce portals provide goods and services in a variety of category. To name a few: apparel and accessories for men and women, health and beauty products, books and magazines, computers and peripherals, vehicles, software, consumer electronics, household appliances, jewelry, audio, video, entertainment, goods, gift articles, real estate and services. Ashish gupta, senior managing director of hellion venture partners and one of the first sponsor of Flipkart as an angel investor.

Miyazaki and Fernandez (2001): The prior experience was found to effect the intention and behavior significantly and in different ways. The result of this study implies that the technology acceptance model should be applied e-commerce with caution. To develop successful and profitable e-commerce business, understand customer's needs. Be ensuring that product must be cheap in web shop as compare to offline store

Arabzad (2015): To be specific, the place-list problem is to find the best place to set up a Distribution Center (DC) to distribute the products as per the plan provided with minimum transportation for the customers Plus the cost of stocking up.

D.k.gangeshwar (2013): e-commerce or internet marketing : A Business Review from the Indian Context", International Journal of U- and e-Services, Science and Technology. It is concluded that the future of e-commerce in India is very bright, although security, privacy and reliance on technology remain some of the challenges. E-commerce has its drawbacks but still there is a bright future for e-commerce.

Handfield and Nichols (1999): According to him relationship is more important for effective supply chain management. Without effective supply chain relationship any of the effort in business is unsuccessful.

Ellram (2004): According to him the process of supply chain management exists both service and manufacturing organization. Although there may be managerial complexity in the chain varies greatly from industries and different firms.

INTRODUCTION

The E-Commerce industry in India

E-commerce has changed the way of doing business in India. The Indian e-commerce market is expected to grow from US$ 38.5 billion by 2017 to US$ 200 billion by 2026. Much of the growth for the industry has been triggered by increased access to the Internet and smart phones. By September 2022, driven by the 'Digital India' program, the number of internet connections in India increased significantly to 776.45 million. Of the total internet connections, 61% were in urban areas, of which 97% were wireless. The Indian online grocery market is projected to reach US$ 18.2 billion in 2024 from US$ 1.9 billion in 2019, growing at a CAGR of 57%. India's e-commerce order volume grew 36% in the last quarter of 2020, with the personal care, beauty and wellness (PCB&W) segment being the biggest gainer. Driven by increasing smartphone penetration, 4G network launches and rising consumer wealth, the Indian e-commerce market is expected to grow from US$ 38.5 billion in 2017 to US$ 200 billion by 2026. Online retail sales in India are expected to grow by 31 per cent. Reached USD32.70 billion in 2018 led by Flipkart, Amazon India and Paytm Mall. In India, smartphone shipments reached 150 million units and 5G smartphone shipments crossed4 million in 2020, driven by higher consumer demand post-lockdown. Most Internet retailers provide services, such as flexible payment methods, warranties for electronic Goods and free home delivery. The prices of many players are very competitive with all the e-retailing players offering good deals on a variety of products to attract the customers. Players with a wide variety of products have managed to garner the highest value sales. Internet Retailing in India is divided into various formats, including vertical shopping, where by Manufacturer retailer, also multi-product Internet retailer, such as Future bazaar, Shoppers Stop shopping and compare. International companies were not allowed in India till 2010: The government has banned FDI in multi-brand retailing. However, in 2011 there was a ban Some of the major players including Amazon.com in the liberalized and forecast period are Expected to enter the Indian e-retailing ecosystem.

About Flipkart.com

Flipkart is an Indian e-commerce company, the company focused on online book selling before expanding in to other product such as fashion, consumer electronic, groceries, home essentials and lifestyle products. It has also own Phone Pe mobile payments service based on Unified Payments Interface. It was founded in October 2007 by two IIT Delhi graduates Sachin Bansal and Binny Bansal, flipkart.com today India's largest online shopping website. Ten years later thee-commerce had 54 million user and 100,000 plus seller and had sold 261 million units. Started by a team of 2, Flipkart today employs 30,000 people with 46 million registered users. With technology that enables 8 million shipments every month, 10 million daily page visits and 14state of the art warehouses, they are ranked amongst top 5 websites in India based on Alexa ranking. Flipkart is the first billion-dollar company in Indian e-commerce. Flipkart allow payment such as cash on delivery, credit or debit card transaction, net banking, e-gift voucher and also card swipe transaction on delivery.

EXCLUSIVE PRODUCTS

Motorola Mobility, formerly owned by Google, but then sold to Lenovo. In an exclusive tie-up with Flipkart and it launched its budget smartphone in India on 5 February 2014, over 20,000units were sold on Flipkart within hours of its launch. After this Flipkart has to continue its partnership for long term sell its devices in India, even as it's Chinese rival Xiaomi launch his smartphone Xiaomi mi3 in India. The first batch was sold on 22 July 2014 in 39 minutes, the second on 29 July 2014 in 5 seconds. The sale had proceeded on pre-registration where over150,000 buyers were registered for the 5 August sale. On September 2, 2014, Flipkart organized a flash sale of Xiaomi Redmi 1s budget android the smartphone which was launched in India in July 2014. 40,000 units were priced at Rs 5999sold out within seconds.

<u>Warehouse Management System</u>

The Warehouse Management System (WMS) is designed to improve every aspect of a company's warehouse operation, providing an organized approach to managing efficiency. Barcode data collection methods are more powerful for warehouse management system, it is the automatic identification system that connects the shop floor to the enterprise software. The warehouse management system controls product receipt, put way and storage. When it comes time to pick up the item, the system directs warehouse workers to the appropriate locations using hand-held tools to take the most efficient route.

Key feature of (WMS)

Management of inventory

WMS should provide good inventory management features. It improves warehouse efficiency, organization and accurate planning for new orders. This approach replaces the traditional approach of allocating space permanently, as it often leads to less used space.

Fulfillment optimization

Customer orders must be analyzed to determine where the products are located, the best available pickup route. The system should also determine the best picking location and proper pickup method. The system must be able to maintain FIFO (First In, First Out) integrity.

Receiving intelligence

The WMS should determine the available locations for the products you receive and automatically specify the best locations. This eliminates the need for warehouse personnel to search available spaces, improving efficiency and taking care of specialized storage considerations. WMS should also identify cross-docking opportunities.

Random slotting

Random slotting means that no item is permanently assigned to the bin. This allows for more efficient use of space and better flexibility to adapt to changes in commodities and demand.

Procedure

Flipkart team map their supply chain end they know perfectly how many hours and minute he takes to complete the order process. E.g. how much time they need to pick an item in FC, how much time it takes to pack and they can handover to logistic partner for transport. In logistic they know the exact time of transport, e.g. when vehicle in & out. They work with vendor to ensure that he should deliver their product day to day without offloading or failure. There are some of the airline partner which help to deliver goods on time.

Product and Technology Team

The product and technology team is the core strength of the company. The team manage the entire process right from listing of item to search engine optimization to maintenance of website.

Business Development Team

Business development team is responsible for all the activities related to sales including vendor management to pricing and discount strategy.

Operations Team

Operations team deals with all the supply chain aspects of the company right from procurement and warehouse management till customer support. The team support the customers both on line via telephone as well as offline via email.

Customer Support team

Flipkart has a strong focus on customer service with customer delight as the top most priority. And to fulfil it the company guarantees a 24/7 full customer support and to cater this facility it has a dedicated customer support team which offers both inbound and outbound support.

Warehouse Overview

- Warehouse Structure - Kirby's Structure

- WMS Used - FLO & FLO Lite

- Space Captured - 10 lakhs sqft

- Bin type - Medium Tier Racks, Reserved Pallet Rack, Mini Load System (ASRS)

- Barcode type - Code 39 for Bin label & Tote label

- Storage level - G, G+1, G+2, G+3, G+4, G+5

- URL -   FLO: 10.24.1.53

    FLO Lite: 10.24.1.208

Product Flow
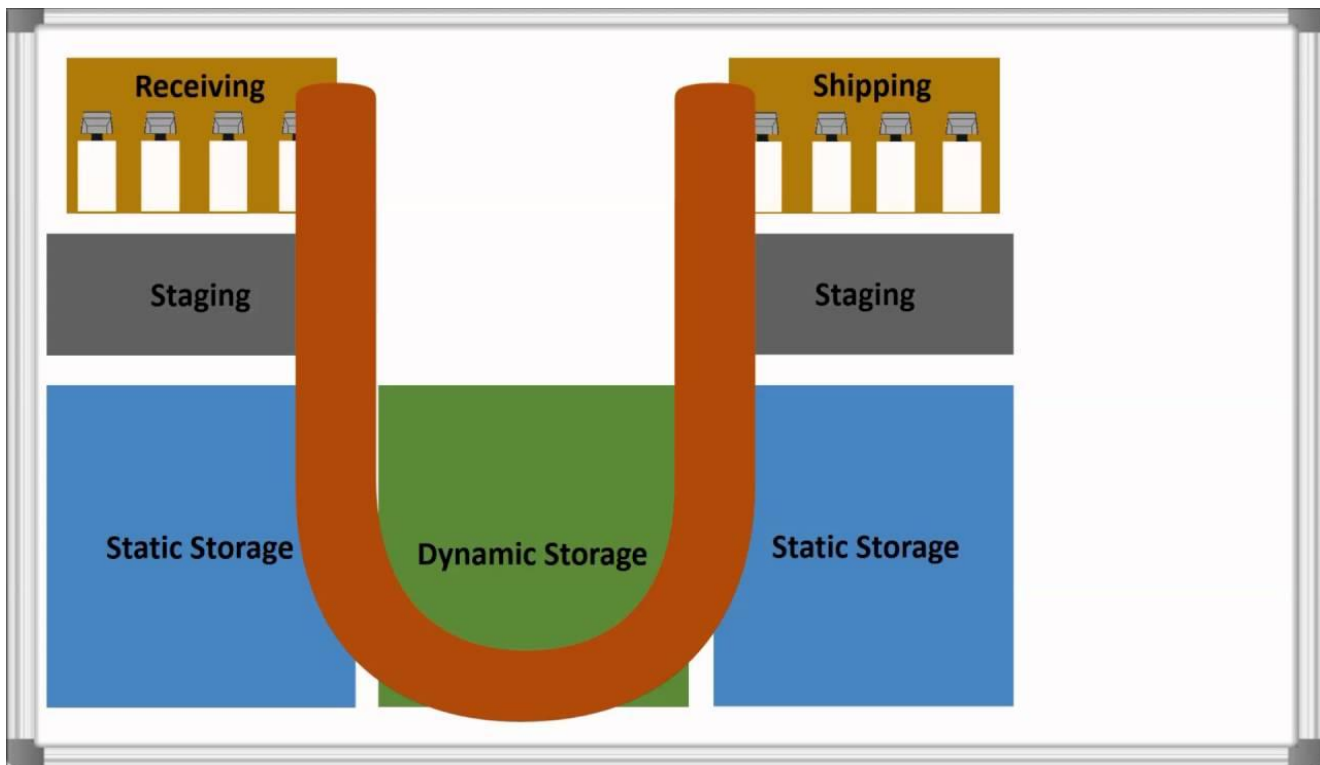
COMPANY ANALYSIS

A. Inward processing

Invoice Sanity Check

It is the first process in Flipkart it is a part of quality control (QC) check. The sellers' vehicle which report to the Distribution Center (DC) dock as per its projection. Here as a part of the process we have to check the invoice vendor name, address with the help of "Flo website" invoice date, PO number and date, invoice number, buyer name, FSN number, Vendor Code, Description, HSN code, Quantity, amount also check the amount should be written in word is exact match with number. Also check invoice with authorized signature with seller's seal. If any information is missing from the invoice then we have to reject the invoice. All this are important because on the basis of invoice we are going to receive the product in our warehouse and amount pay to seller.

IRN Creation

It is the second process after invoice check for this we have to login in "Flo website" after that we will click on procurement, which means inward of goods then we will go to consignment tab in consignment tab click on consignment handover, after this you will get tab where you have to type PO number then click on search after click on search we get Create IRN page now fill all the detail in IRN creation page with the help of invoice, the details are like, Invoice number &date, delivery type in this we have to select vendor delivery, Invoice line items in this we have to fill total serial no., invoice amount, total invoice quantity, invoice boxes, GST invoice, mode of delivery after this we have to type PO and search once we have check the vendor name the click on supplier. After this all process we have to choose PO number which was given in invoice then click on Create IRN button, and then we get IRN ID like FIMD0l912516.

IRN Receiving

This is the third process after IRN creation. For IRN receiving we have to select the warehouse which is Mumbai large, click on IRN tab because it is receiving part hence, we will select Receive IRN, now fill all the detail IRN ID & FSN then click on search we will get the product description with their image. When material handler is getting products, they have to check the attributes like brand, model no, color, & MRP it is known as quality check. If any of the issue in attributes or mismatch the we have to select the reason like specification mismatch / damage etc. if all the attribute matches the click on No issue and proceed with quantity the results, we got the print WID and stick on product it will help them to relocate the product or assign the product to the specific location mapped.

IRN Submission

In this step we have to check whether the physical quantity matches with the invoice quantity or not which was captured in the IRN process. In procurement tab click on IRN and then find IRN, now we have to select date and your warehouse after this click on search button we will get all the information what you type at the time of IRN creation here we have to click on IRN number then we get IRN detail. In this firstly we have to print IRN barcode and paste on Invoice and upload the Invoice. After upload invoice see is any discrepancies or not if there have any discrepancies mention that which product not accepted and number of products after this all click on save button and then submit.

Put list Creation

This is the last process of inward. Here first select warehouse, then click on admin button in admin click on search inventory inward bulk area and select the date Select a day before and a day after then click on view inventory status button here we get product FSN, SKU, Package Id, WID, Product, Storage Zone, Quantity in put list, Quantity for Put way, Bulk area, Updated by, Updated at, all this help for Put list creation. Now we have to copy the WID and click on the inventory button and select the create put list screen, here we get put list page in this page we will select the device, there are two options i.e. mobile and manual in this we use manual let's select because currently my process on desktop then next we select bulk type which was inward bulk after this select put list type i.e. normal put list. Finally, we have copy paste the WID in the WID section and click on Add Quantity then click on Create Put list button. After successfully creation of put list we get put list Id and now we will print the movement we print we see the detail of products. Now print inventory will be given to the team, it is their responsibility to go and put way.

B. Outward Processing

Picklist generation

To generate the picklist, we need to log in to the Flow system and then select our warehouse. Now we will click on inventory button and select create store picklist, here we get to know how much order we have to process and this are the cutoff time within which the product has to be picked and SBS has to be done. Now create the picklist and write the picker id on the picklist and give them print to select the product and complete the process till dispatch.

In Scan

After dispatch we have to scan the product this should be done by DEO. For in-scan we have to select the warehouse and station then click on submit button. After this click on shipment in that select receive shipment. Now scan the product tracking Id and click on In-Scan button. This process helps to know the product status and the location. If the shipment type show "Forward" then we have to process it means product not cancel, if shipment type show "RTO" it means order should be cancel so, that product give to return department.

Gate In

Get in process is done when loading or unloading of products we have to. So, for gate in we have to select facility and vehicle no. then click on submit button. Now, we get the vehicle's Gate In checklist. Here selects the condition to be acceptable or unacceptable. After accepting all the condition Gate-In successfully done.

Gate Out

Now we will see Gate-Out process, this process is done after the loading or Gate-In process. The Gate-Out processes same as Gate-In process. Firstly, we have to select facility (Warehouse Code) then type vehicle number, Seal number, odometer and click on submit button. After submit we get seven-digit consignment number, copy that consignment number and paste in consignment id and then on clicking search we get print pdf file in which one copy for driver and other for us as proof generally occurs. The PDF contains all the information of the product mentioning their quantity, brand, load type, weight etc. here we done with Gate Out successfully.

C.   Return Process

Reverse Logistic

Flipkart has 30 days return policy. The objective of this policy is to build customer trust. Flipkart returns the product to the supplier and takes the replacement provided to the customer. Now we will see complete process of reverse logistic. Unloading is the first process of return. This vehicle comes from the last mile hub. When the vehicle has arrived at the dock in the Returns Department driver give the two papers i.e. Gate pass & Manifest to the Security or Deo the Deo will check the manifest & Gate pass and then unloading start.

Gate In

So, for gate in we have to select facility i.e. (Warehouse Code) and vehicle no. then click on submit button. Here Gate in successfully done.

Return received

The first is Gate-In & Unloading, now we will continue with second process i.e. receiving. Firstly, we have to choose warehouse and then we will click on shipping on shipping tab click on receive return shipment and fill the tracking id or shipment id after that click on receive button. Here, we successfully received the product.

Detailed Product Verification

This is the third process of reverse logistics. In this we verify the product because it comes from last mile hub. For this we click on return center tab and select PV for Received Shipment and fill that product tracking id and click on search then we get product description. This will help us to know is product label match with this description or not. After this type product WID and cick on print WSN and then click on submit button. If any of the issue was there then mention that and proceed.

Put list Creation

This process is done to bring the product back to the inventory. For this process select our warehouse and then click on inventory button and the create put list screen. At time of detail PV, the return product transfer to External liquidation Non-Damage Bulk so in select in bulk type External liquidation Non-Damage Bulk then type product WSN and click on create put list button and give the print to inventory department to keep that product at their location.
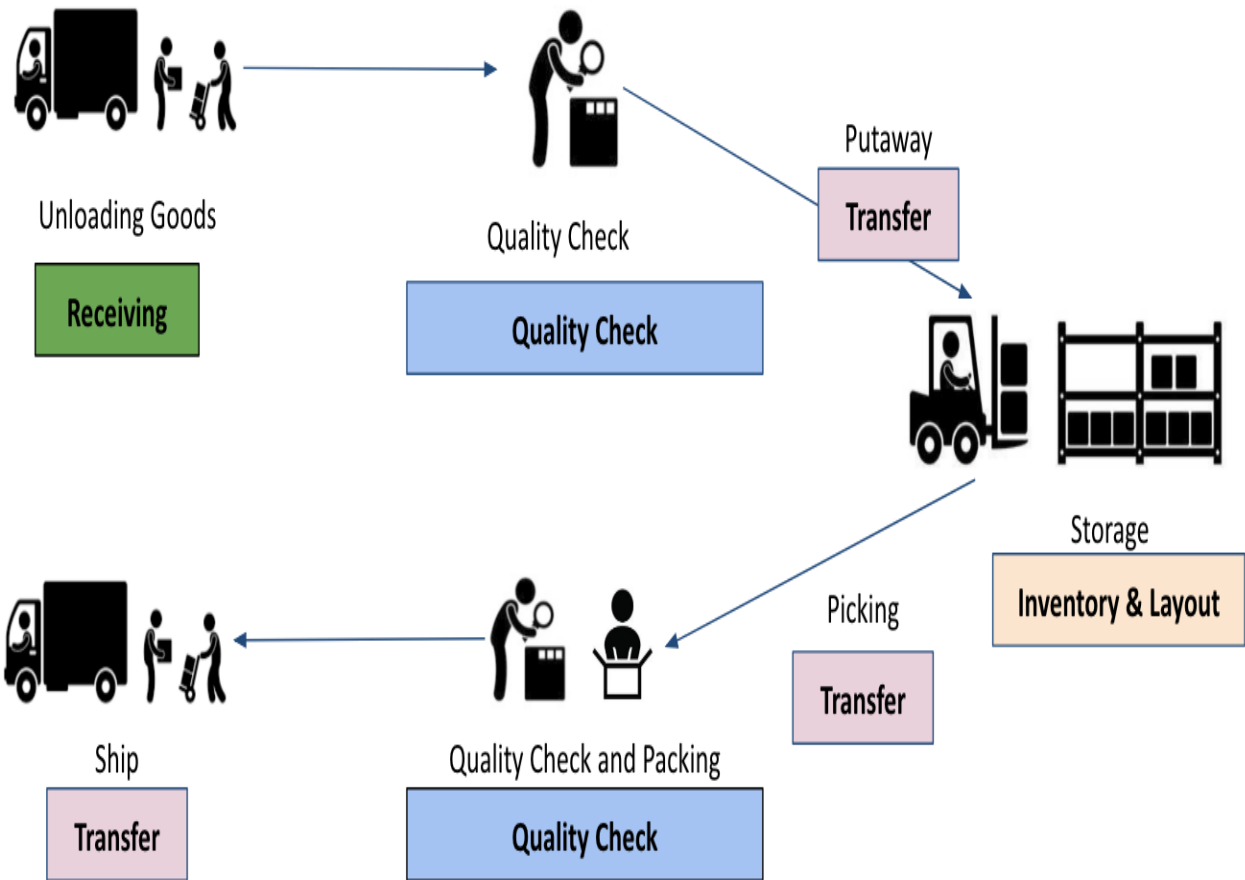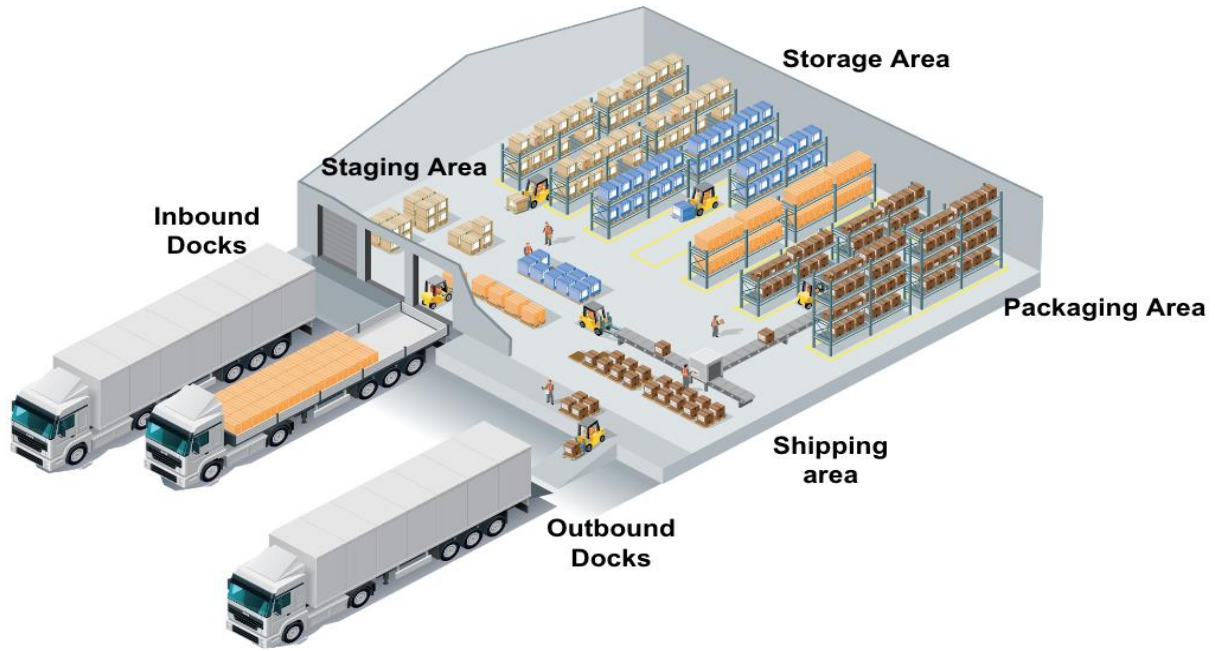
Put list Conformation

After successfully creation of put list we will do put list creation. When we create put list, we get a put list id copy that id and paste in put list id and click on find then give the location of the product where inventory department keep that product. Here we did complete process of return.

Inventory Management

The inventory stock is replenished whenever it goes below the reorder point. Company Employs use FIFO (First In First Out) method for its inventory management, whereby for any Shipment requests for a particular warehouse are the oldest inventory items shipped first. This makes a lot of sense especially for electronics items as technology becomes obsolete Very early. With regard to determining what items to store in a warehouse and what items are to be procured from sellers, Flipkart uses the concept of long tail, which is nothing more than selling in large numbers. Unique items in relatively small quantities. Flipkart orders such items on adhoc basis and generally do not keep inventory of such items as the demand for such items is very less and thus reducing overall distribution and inventory costs.

Stock take

Stock take is done to match the physical quantity with the system quantity. In case of any mismatch we can know where it goes wrong, and which product short or excess. So now we will see how this process done in system and in physical way. Stock take can be done in three ways i.e. location wise, product wise otherwise location and product wise. First, we have to select warehouse then by clicking on admin tab on that tab we will select search inventory in store. After click on search list store click type "+" sign in shelf number and click on view inventory status we get all product details which we have in warehouse to download this detail in excel click on CSV. We are doing stock take location wise so we copy shelf label (location) from downloaded excel and click on create stock take tab and paste that location in create stock take box then click on create button. Now stock take is created now give the print of stock take and give them material handler to check each product WID, FSN, Description, and total quantity. After completion of physical count DEO will give that printed paper to on roll person to check is system quantity match with physical quantity or not.

Unloading Goods
Receiving

Quality Check
Quality Check

Putaway
Transfer

Storage
Inventory & Layout

Picking
Transfer

Ship
Transfer

Quality Check and Packing
Quality Check

Electronic Data Interchange (EDI)

EDI is a software which is use to exchange the business data between two originations. It has a very standard format which is used to send electronic document one computer to another computer. This electronic data is treated as paper-based order, after data transfer party gets confirmation of trading.
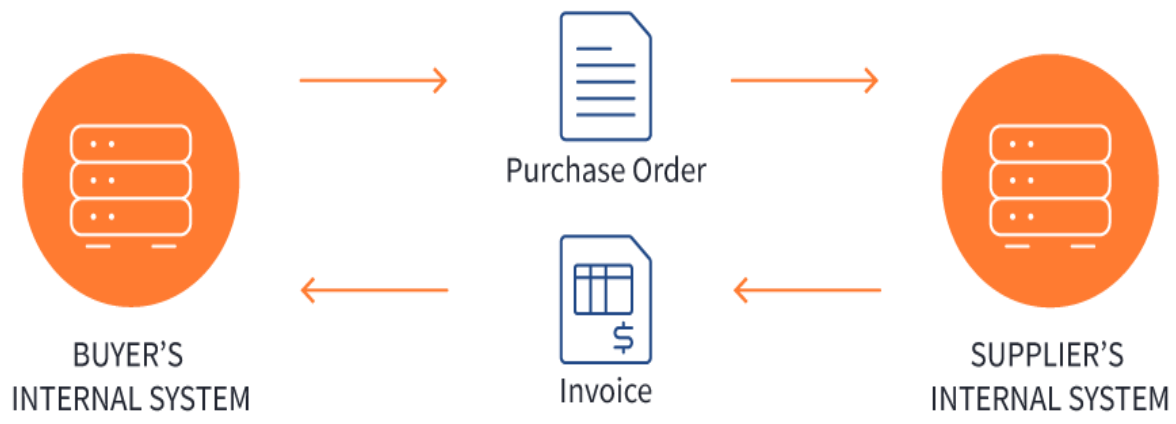
There is various benefit of EDI

- It should be increase speed and reduce time.
- If any mistake in shipping bill we can easily find and do correction.
- Trading partner or seller can expand their business easily.
- This should be transfer fast, less error and more time saving.

EDI uses in supply chain management

EDI is stand for Electronic Data Interchange. In today's world it is more important there are large number of systems every company uses their own system to manage their business. In supply chain management buyer and seller communicate continue because they want to know which what is customer need and which raw material has to order and when he got finished goods. This all are never ending process. For e.g. when supplier received order from customer they should accept and customer received confirmation, here the receiving order, confirmation sent to customer done in few minutes with the help of EDI.

The process of EDI is

- First step is data conversion the data which we want to transfer convert in EDI format.
- Second step is transmission here the broadcast EDI message is transmitted to other parties.
- Third step is receiving here message received in particular system

Purchase Order

Invoice

BUYER'S INTERNAL SYSTEM

SUPPLIER'S INTERNAL SYSTEM

ORDER PROCESSING WITHOUT EDI

Buyer generates the purchase order

Buyer sends to the supplier

Supplier receives order

Supplier enters the invoice into their system to

Invoice is created

Invoice is sent to the buyer

Buyer enters invoice into their system

ORDER PROCESSING WITH EDI

Purchase Order

EDI
ELECTRONIC DATA INTERCHANGE

Invoice

Buyers internal system/ERP

Suppliers internal system/ERP

INDUSTRY ANALYSIS

E-COMMERCE

India has a web client's base of around 450 million starting at July 2017, 40% of the populace. Notwithstanding being the second-biggest user base in world, just behind China (650 million, 48% of populace), the infiltration of web-based business is low contrasted with business sectors like the United States (266 million, 84%), or France (54 M, 81%), yet is developing at an exceptional rate, including around 6 million new contestants consistently. The business accord is that development is at an affectation point.

In India, money down is the most favored instalment strategy, collecting 75% of the e-retail exercises. Interest for worldwide purchaser items (counting long-tail things) is developing substantially quicker than in-nation supply from approved merchants and online business offerings.

In 2015, the biggest web-based business organizations in India were Flipkart, Snap deal, Amazon India, and Paytm

Evolution of e-commerce in India

In the course of the most recent two decades, rising web furthermore, cell phone infiltration has changed the way we impart and do business. Web based business is moderately a novel idea. It is, at exhibit, intensely inclining on the web and cell phone insurgency to on a very basic level change the way organizations achieve their clients.

While in nations, for example, the US and China, web-based business has taken critical steps to accomplish offers of more than 150 billion USD in income, the industry in India is, still at its earliest stages. However, finished the previous couple of years, the segment has developed by very nearly 35% CAGR from 3.8 billion USD in 2009 to an expected 12.6 billion USD in 2013.

Industry thinks about by IAMA I demonstrate that online travel overwhelms the internet business industry with an expected 70% of the piece of the overall industry. In any case, e-retail in both its structures; online retail and commercial center, has turned into the quickest developing fragment, expanding its offer from 10% of every 2009 to an expected 18% out of 2013 . Figuring's in light of industry benchmarks appraise that the quantity of package registration in online business entries surpassed 100 million out of 2013. Be that as it may, this offer speaks to a miniscule extent (less than 1%) of India's aggregate retail advertise, in any case, is balanced for proceeded with development in the coming years. On the off chance that this hearty development proceeds throughout the following couple of years, the size of the e-retail industry is ready to be 10 to 20 billion USD by 2017-2020. This development is required to be driven by expanded shopper drove buys in durables and gadgets, clothes and frill, other than customary items, for example, books and sound visuals.

Internet, Ecommerce Penetration

Population, Internet users, Digital buyers
Mn | Mn, % | Mn, %

264
227, 86%
172, 65%

71
58, 82%
47, 66%

925
221, 24%
82, 9%

1144
646, 56%
419, 37%

112
94, 84%
77, 69%
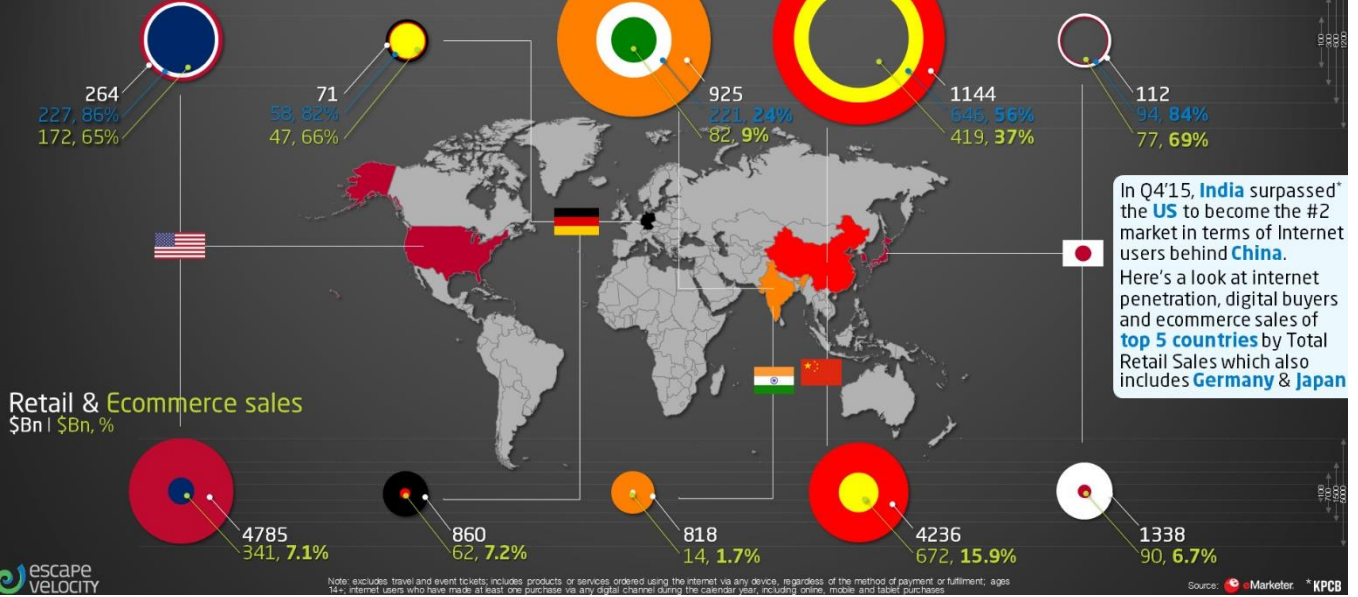
In Q4'15, **India** surpassed* the **US** to become the #2 market in terms of Internet users behind **China**.
Here's a look at internet penetration, digital buyers and ecommerce sales of **top 5 countries** by Total Retail Sales which also includes **Germany** & **Japan**

Retail & Ecommerce sales
$Bn | $Bn, %

4785
341, **7.1%**

860
62, **7.2%**

818
14, **1.7%**

4236
672, **15.9%**

1338
90, **6.7%**

escape veLOCITY

Note: excludes travel and event tickets; includes products or services ordered using the internet via any device, regardless of the method of payment or fulfilment; ages 14+; internet users who have made at least one purchase via any digital channel during the calendar year, including online, mobile and tablet purchases

Source: ● eMarketer. *KPCB

Trends to watch out for

Evolution of logistics scene in the nation will be a critical factor in deciding the course for the e-retailing industry. Logistics development will be important to figure it out the potential vigorous development.

Despite an immense potential, long-term gainfulness of the e-retailing industry in the nation is still under question. After such a significant number of years of operations, all the real e-retailers are yet to begin making benefits. In the wake of skinny edges and problematic framework coming about in higher conveyance cost, the long haul productivity still appears an inaccessible probability.

FDI in the stock drove retail will likewise be a vital factor in molding up the eventual fate of the business. In the current situation, worldwide e-retailing goliaths like Rakuten and Alibaba are looking at a section into Indian e-retail advertise. Amazon has as of late reported a 2 billion USD venture working on commercial center model. FDI remittance could be an essential factor in pulling in noteworthy speculations bringing about better framework and vigorous supply chains.

Evolution of tax collection approaches in the nation will large impact the way enterprises work on warehousing. With consistency in tax collection laws the nation over, e-retailers are relied upon to draw nearer to utilization focuses with a mean to address the deceptions in the logistics chain by evacuating the covers in type of conveyance and sortation focuses which are generally nearer to the utilization focuses. It will likewise result in continuous access to the e-retailing market. In a current case, a south Indian state had sent an assessment notice to e-retailers bringing about all e-retailers pulling back administrations in the specific state on account of varying assess arrangements.

The advancement of the current logistics suppliers and more players entering the 3PL space will bring about acknowledgment of the gigantic capability of the e-retailing industry. Major 3PL players (for example, FedEx, DHL, UPS, Gati, and so on) should outfit to the expanding requests of the e-retailing industry in this way helping in justification of conveyance costs and give much required harmony between utilizing hostage logistics organize and 3PLs. To take the opportunity and help the e-retailing industry to overcome infrastructural bottlenecks, restoration of the Indian Postal Service can be an amusement changer. Teaming up the solid last-mile capacity with mechanical up gradation will facilitate the reliance on alternate methods of transportation.

Subsequent to taking an all-encompassing perspective of the industry patterns, internet business is balanced for an energizing time of detonating development in a time of three to five years. This is relied upon to prompt generous interests in supporting foundation what's more, imaginative and amusement evolving plans of action.

COMPANY PROFILE

Established in October 2007, Flipkart is one of India's driving internet business commercial centers, with home office in Bengaluru. Flipkart was established by Sachin Bansal and Binny Bansal and the organization at first began as an online book shop. Afterward, as the organization's notoriety developed, it additionally began offering different things, for example, music, movies and mobile phones. As the internet business upset picked up energy in India, Flipkart developed at a quickened pace and included a few new items runs in its portfolio. Starting at now, the organization offers in excess of 80 million items spread crosswise over in excess of 80 classifications, for example, mobile phones & accessories, computers and accessories, laptops, books and e-books, home appliances, electronic goods, clothes and accessories, sports and fitness, baby care, games and toys, jewelry, footwear, etc.

Flipkart has 100 million registered users and more than 100 thousand sellers on its e-commerce platform. The company has invested in 21 state-of-the-art warehouses to ensure prompt delivery to its customers. The Flipkart website attracts 10 million page hits every day and around 8 million shipments are processed every month. Flipkart has also introduced its mobile app, which has become quite popular, with more than 50 million app users. Flipkart is a billion-dollar company and its valuation in 2016 was Rs 15,129 crore (US$2.3 billion). It employs more than 33,000 people.
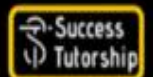
SWOT ANALYSIS OF THE COMPANY

Strength

- India's largest e-commerce business.

- Flipkart has its own logistic.

- Flipkart has subsidiaries like Phone Pe, 2GUD, and E-kart.

- Tie-ups with best brand like Xiaomi, Real me, Motorola, etc.

Weakness

- Only limited area access, many sub urban and towns are not covered.

- Flipkart invests in a lot of advertisements to improve and maintain its brand awareness, which is expensive.

- Website failures.

- Late delivery.

Opportunity

- Growth in retail industries

- Great opportunity to expand its business

- Indian customer is attracting toward online shopping.

- Mobile application

Threats

- Market competition with international players like Amazon & E-Bay

- Technology up gradation by competitor.

McKinsey 7's framework

McKinsey 7s model was developed in 1980s by McKinsey consultants Tom Peters, Robert Waterman and Julien Philips with a help from Richard Pascale and Anthony G. Athos.

McKinsey 7s model is a tool that analyzes firm's organizational design by looking at 7 key internal elements: strategy, structure, systems, shared values, style, staff and skills.

To identify if they are effectively aligned and allow organization to achieve its objectives.

7'S

Hard S's

1) Strategy
2) Structure
3) Systems

Soft S's

1) Skills
2) Style
3) Staff
4) Shared values

HARD S's

1- Strategy

Segmentation, targeting, positioning in the Marketing strategy of Flipkart

- ✓ Behavioral & Psychographic are the segmentation strategies used by Flipkart to segment the market to cater to the customers changing needs & wants.

- ✓ Flipkart uses undifferentiated targeting strategy, since people of all demography purchase items online which is available to everyone where the delivery is possible.

Competitive advantage in the Marketing strategy of Flipkart

- ✓ They have acquired companies like Myntra, Jabong, Appiterate, Letsbuy, Mine360, chakpak.com, were ad and the latest one Phone Pe.
- ✓ Founders are Ex-Amazon employee.
- ✓ Flipkart had received $700M of funding last year after which its valuation gone to $15 billion.
- ✓ Leader in Mobile purchase segment and small appliances segments.

FDI power and its effect on Strategy

- ✓ In India most of the companies are facing issue of government regulations where only 26% FDI was allowed earlier which is now increased to 100% in recent budget of FY16- 17.
- ✓ Externally, the competition is dynamic as Amazon, Flipkart and Snapdeal are always at loggerhead
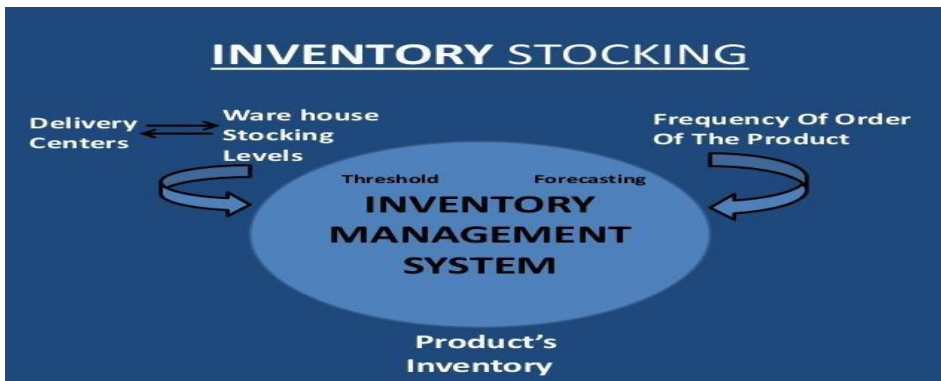
2-Structure

There are top five shareholders of the Flipkart, the list is as follows:

- ✓ Tiger Global – Holds 29.5% Stake

- ✓ Accel partners – Holds 11.5% Stake

- ✓ Binny Bansal – Holds 8.7% Stake

- ✓ Sachin Bansal – Holds 8.7% Stake

- ✓ Intervision Services Holdings – Holds 18.4% Stake

- ✓ Others – Holds 23.2% Stake
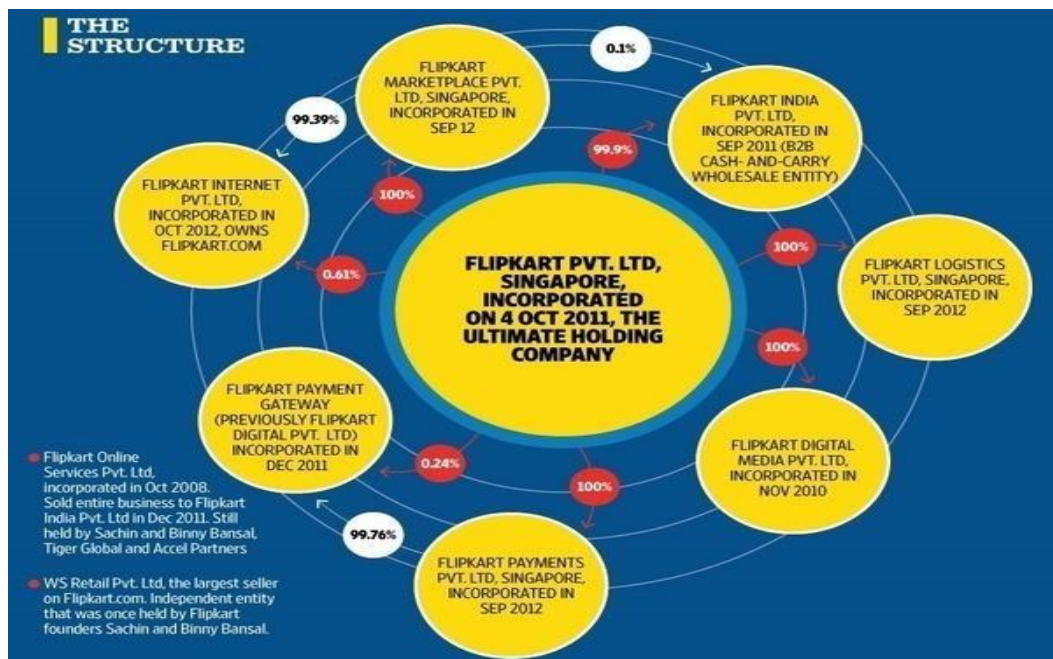
3- Systems

Flipkart com has defined and well-demarcated systems in place to ensure that the business operations are managed effectively and that there are no conflicts or disputes. The systems at Flipkart com are largely departmental in nature

Purchases and Procurement

Inventory Levels
+
Rare Ordered Product

1. Weekly
2. Monthly
3. One-time
4. Urgent

Direct Procurement From Companies

Credit period=14-30 days
Credit Limits= varies with products

Distributors of these companies delivers the product in respective flipkart's Ware house (as per requirement)

Stocked in the warehouse and Delivery Centers

Delivery & Logistics

No. of order served Daily > 30,000

Location of the product Is Identified

Logistic body is assigned
Parameter = city, locality, Type Of product, Cost definition, inter-city agreement etc.

Customer product delivery location
(Delivery cost-Free If ordered > 300 Rs. Else Rs. 30 Extra)

flipkart Logistics
Priority

BLUE DART DHL

Automated Software Sends Information about the product Delivery to these logistics body

INVENTORY STOCKING

Delivery Centers

Ware house Stocking Levels

Frequency Of Order Of The Product

Threshold   Forecasting
INVENTORY MANAGEMENT SYSTEM

Product's Inventory

SOFT S's

1- Shared Values

Its called "superordinate goals" when the model was first developed, these are the core values of the company that are evidenced in the corporate culture and the general work ethics– Customer First, Audacity, Ownership, Bias for Action and Respect.

The mission and values of the organization, we can infer that they are in sync with each other. For example, its mission statement reads out that "Providing delightful and memorable customer experience." So, until and unless you are concerned about your customers or obsessed with your customers, you can't provide delightful experience.

2- Style

- ✓ Flipkart is in a very strong leadership position with over 60% market share of the m- commerce market, 50 million customers and clear leadership in smartphones and fashion.
- ✓ To build world-class customer experience, expand our supply chain infrastructure to reach all parts of India, drive innovations in mobile commerce and bring in disruptive technologies.
- ✓ To spread the benefits of e-commerce across the length and breadth of India.

3-Staff

- ✓ Flipkart have 30,000 employees
- ✓ Flipkart have main strength is their staffs.
- ✓ They have diverse staffs and well skilled staffs.
- ✓ Staffs are very much oriented towards the company Vision and Mission.
- ✓ Delivery Boys are very motivated and goal oriented
- ✓ Customer support team are more customer service oriented.
- ✓ Staffs are very much capable to build the system for handling the large scale of products and customers.

4-Skills

- ✓ The actual skills and competencies of the employees working for the company.
- ✓ Flipkart have skilled staff who have made the platform to handle large customers.
- ✓ Flipkart is a brand trusted by millions across India backed by a robust seller ecosystem and world-class technology.
- ✓ Method used the verification team to find the genuine and fake seller.
- ✓ High end technology and marketing strategy to understand the customer requirement and delivering to them.
- ✓ Using Data of the customer behavior to provide the fast and good service to the customer.
- ✓ Marketing and Promoting the products and services by the understanding of the market trend

COMPETITIVE ANALYSIS

Introduction

Amazon is an American electronic commerce company with headquarters in Seattle, Washington USA. Jeff Beroz founded it in 1994. It started as an online store but later diversifying to sell CD, software, electronics, furniture etc. The company also produces consumer electronic goods such as e-book reader – Amazon kindle, TV etc. It is world's largest e-commerce company currently and conducts business in 10 countries:

1. U.S
2. Canada
3. U.K
4. Germany
5. France
6. Italy
7. Spain
8. Japan
9. China
10. India

In 2013, Amazon launched its site in India, amazon.in. It started with electronic goods and expanded into fashion apparel, beauty, home essentials, and healthcare categories by the end of 2013. Since India does not allow foreign direct investment (FDI) in direct online retail, Amazon started by launching Junglee.com. It is a price comparing website completely own by Amazon. On Amazon's marketplace in India, users can buy books, movies and TV shows from independent sellers directly on Amazon.It is known for its wafer-thin margins, but still reported sales growth of over 27% to $61 billion in the year 2013 in India. It push back much of the money it makes into the company. By 2015 end, Amazon started operation in 50 cities. It projected to grow rapidly in the next five years.

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Competition

Other major companies operating in Indian e-commerce market are:

Flipkart
Snapdeal
E Bay
Snapdeal
Jabong
Shopclues
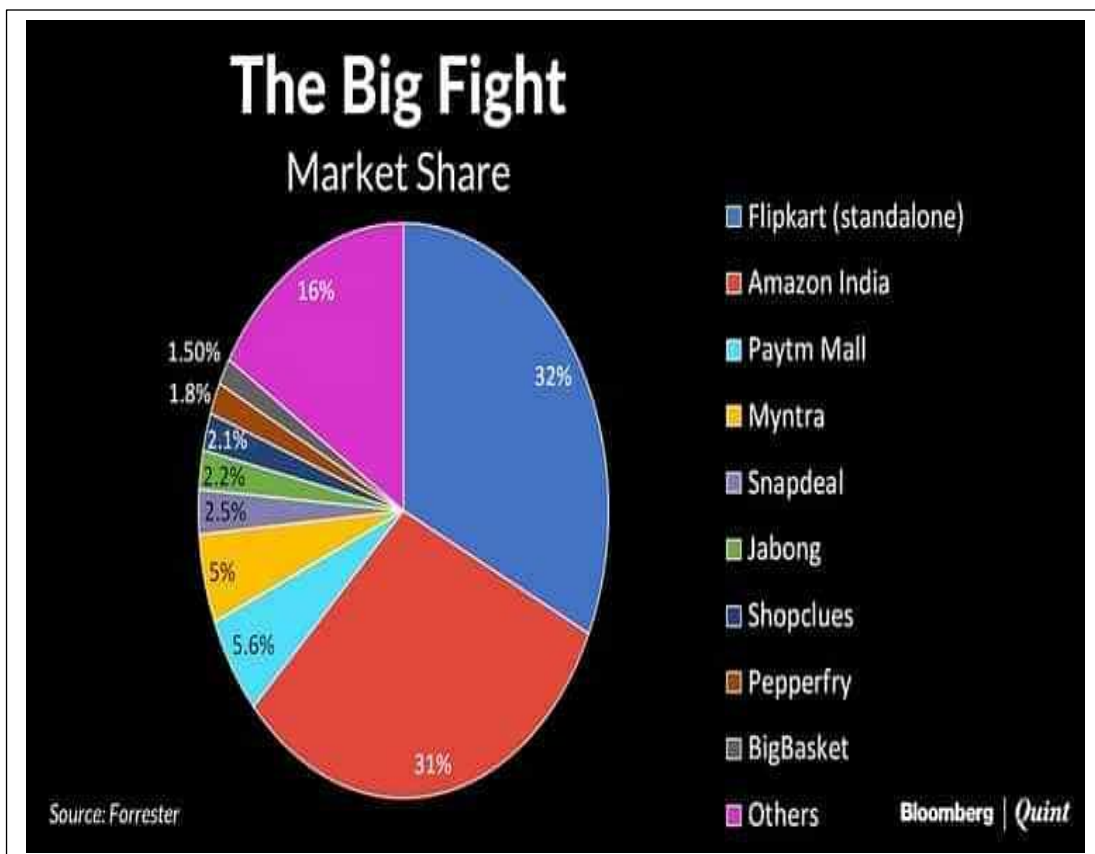
Reasons for Amazon's late entry in India

Amazon started its online marketplace in India from 2013. The company started with software development centers, which has employed many software developers and technologists through India. Amazon was not interested in India as a potential market due to the following reasons.

I. The major reason that prevented Amazon's entry into was due to political reasons. India liberalized its markets to foreign investment way back in 1991; the retailing sector was still closed to foreign retailers. FDI is not allowed inE- commerce. In last decade, Government of India introduced reforms that allowed foreign retailers like Amazon to partner with local partners to sell their products. Inventory based model on which company operates in US is prohibited in India.

II. Secondly, the online retail market in India was too small in the early 2000. Economically, Indian market was not an interesting prospect

III. Another important reason that discouraged Amazon entering India was that despite the country's massive population, Internet penetration was very low in the country. India only had ~50 million active Internet users in the year 2012 which means that the potential customers in the country was too small.

IV. The concept of online retailing was not well established in India since people were more comfortable with traditional shopping methods. Amazon has to not only enter new market but also have to create awareness about online shopping. This additional cost would have affected the return on investment for the company.

V. The poor infrastructure of India especially in logistics handling, technology and transportation in respect to size of the country was another problem. Even though it had big market for the future but the environment was completely different compared to US and Europe where Amazon currently operates.

Services

Selling on Amazon

All type of business can sell product and services on Amazon. It is one of the fastest ways to begin selling online

- A source of new sales channel to businesses
- It helps in building brand recognition
- A trusted and secure platform is provided by Amazon

Fulfillment on Amazon

- Amazon helps companies to sell their product online globally
- Access to prime customer of Amazon
- Trusted customer sales and after sales service
- Amazon offer fast, reliable shipping to customer

Advertisement on Amazon

- Reach to millions of Amazon customer
- It helps in driving more traffic to your website
- Amazon helps businesses to advertise their product online

Business process

The business process in e-commerce is quite similar to traditional retail store business. The e-commerce business can be divided into 6 parts

1. Sourcing - Acquiring goods from the seller to store in warehouses
2. Cataloging - Taking pictures of items acquired
3. Listing - Uploading pictures on websites
4. Marketing - Advertising its website to attract customers to its website to purchase
5. Packaging - To pack sold items for shipping
6. Shipping - Delivery the item to the customer

Business model

These are of two types

I. Marketplace model - In this model e-commerce companies only act as a platform for seller to sell. Due to foreign direct investment restriction in India in which foreign companies sell items directly to buyers. Amazon in India is working on this model currently.

II. Inventory model - In this model, e-commerce companies' purchase item to building inventories and store them in warehouses. It then sells directly to the buyer.

https://www.bigly.io/posts/which-ecommerce-model-best-marketplace-inventory-led
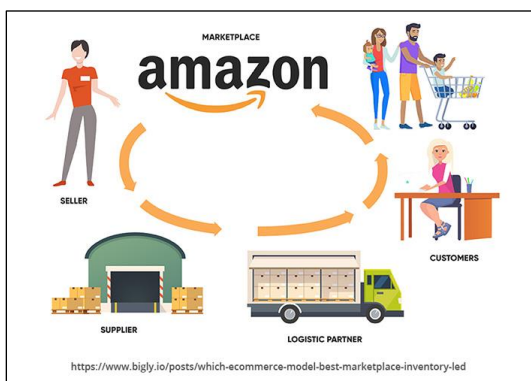
Marketplace Model
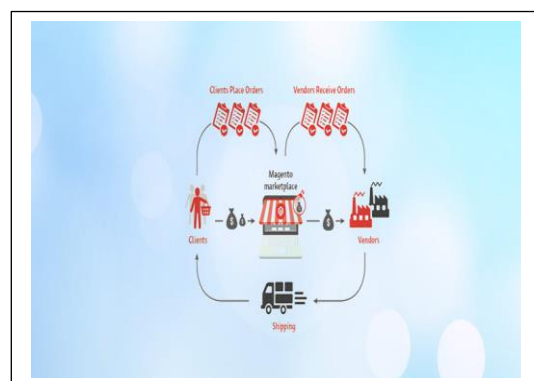
Inventory Model

Amazon Logistics structure and Operation

Ordering

A customer after opening the website, select one or more items for purchase. This items directly goes to the electronic basket provided by websites. It provided information about pricing, delivery time and payment mode such as credit card, online banking etc. Sometimes based on the customer history option of cash on delivery, discounts are rolled out to customers.

In case of Business-to-business transactions, a separate system is placed to keep record of order history and according to it several discounts and concession are offered to them. The inbuilt software will check all taxes, payment terms and delivery. Order will be cleared only after it is technically and commercially clear and the same will be confined to the client electronically.

Ordering process is crucial in an e-commerce company as it involves setting up the system standard to meet customer requirement. Order is processed in batches according to volume of inflow on an hourly or daily basis.

Inventory management

Inventory management has played a vital role in e-commerce business. The mismanagement can seriously affect your profit and reputation. Some of the ill effects of a poorly manage inventory are as follow:

1.   Reduce cash flows

2.   Delayed shipment

3.   Process bottleneck due faulty forecasting and data entry

4.   Negative customer experience

5.   Inconsistent sales growth

Amazon has integrated inventory online order with order planning, inventory planning and fulfillment system. In case the item is not in stock or under processing, its delivery time will be confirmed to the customer before the order is accepted. Its inventory management system closely monitor the inventory movement right from the source of supply, warehouses, distribution center and finally to customer. It uses computer software and algorithm to forecast sales and inventory. For items out of stock, replenishment instruction will be issued as soon the item is off the shelves.

The main objectives of Amazon inventory systems are:

- To clearly understand customer delivery need.
- To coordinate with the wholesale suppliers and independent seller to make customer available to customers both current and soon to be released products.
- To provide delivery under two days for most orders.
- To enable customer to query the status of their product and track their own shipment.
- To align supply and delivery with other operations such as marketing, customer service.

For Amazon, in order to ensure that all orders can be processed and shipped in time for Diwali and Holi (two biggest festival in India), when sales volume is at its peak, the company employs a variety of data collection tools to make sure purchased goods move through from warehouses onto trucks as quickly as possible.

Order execution

Once the order is accepted for execution, order details are passed on to the inventory manager or directly to the third party for filling and packaging. The order details incorporate item detail, quantity and packaging. The warehouse manager will then instruct for delivery of item to the customer. All this process is done electronically. The delivery detail will be immediately conveyed to the customer via email and SMS along with the invoice.

Shipping

Based upon the size of the consignment, transport is organized by the logistics arm of Amazon or through third party logistics partner in some case. Decision software decides the choice of carrier, mode of transport, route, scheduling of goods according to client location, public holidays and other variables.

Amazon Drones and Other Innovations

It is a recent buzz according to which Amazon is busy building or has probably built drones to increase its business. Sooner or later, drones will be acting as local delivery boy and will be delivering goods at customers' footsteps and giving online retailer ship just an- other level. So, customers' do not have to worry too much anymore whether the person delivering goods to your address is confused at how to find your address. Who knows? Maybe Amazon someday makes it possible. A customer wishing to get delivered a set of books merely has to locate his house on Google maps, and paying machine comes with the stuff you ordered.

Tracking

Customer always wants to know the current status of item during transit. To help in locating the consignment, a bar coding system with satellite communication is used. Amazon provides this code to the customers on its websites to help them locate their order. It is a value-added service for customer convenience.

Payments

Amazon provide customers many payment options such as:

- Credit card
- Debit card
- Online banking
- Cash on delivery
- Coupons
- UPI Payment

Some options such as cash on delivery sometimes depends upon client location, credit history, item value and volume of order. The system then generates online invoices, payment report, payment reminder etc.

Order cancellation and substitution

In case of order is cancelled by Amazon due to some reason beyond management control, it informs customer in time via email and phone. It also gives customers substitute option available to them. With years of operation it has evolved it order cancellation policy to maintain the customer trust.

Return policy

In a case where customer does not like the product, find performance below expectation or product being damaged during transit. For items fulfilled Amazon, will be eligible for a free replacement. A detail timeframe and guideline for return is given at Amazon website.

Return process

A separate system in place handles the reverse material flow. The return process is shown in the below figure.
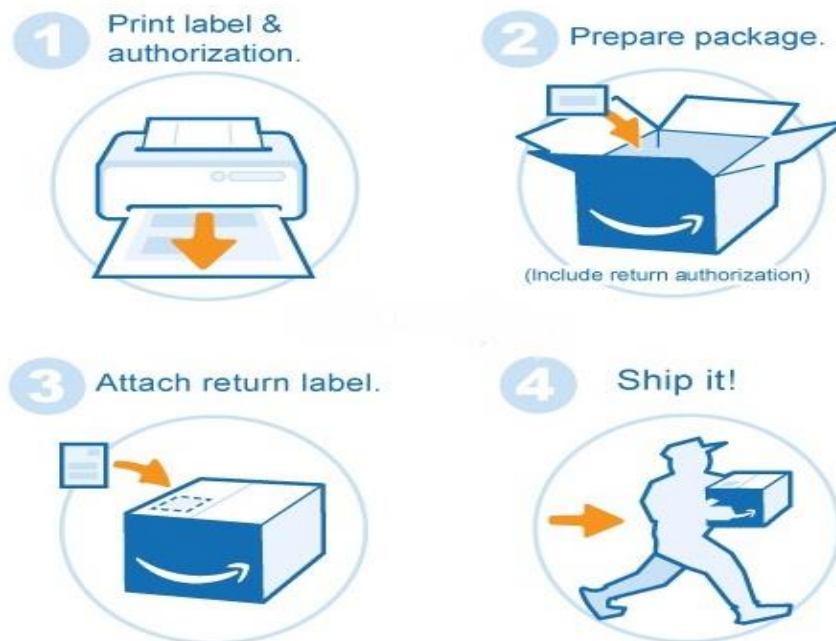

Logistics system in Amazon India

Amazon started delivering goods using third party logistics. It was cautious move because they were entering into a completely new market. With increase market share and revenue, it started its own logistics branch to handle its logistics operations.

Amazon growth surges amid pandemic
North American net sales in billions, with year-over-year growth
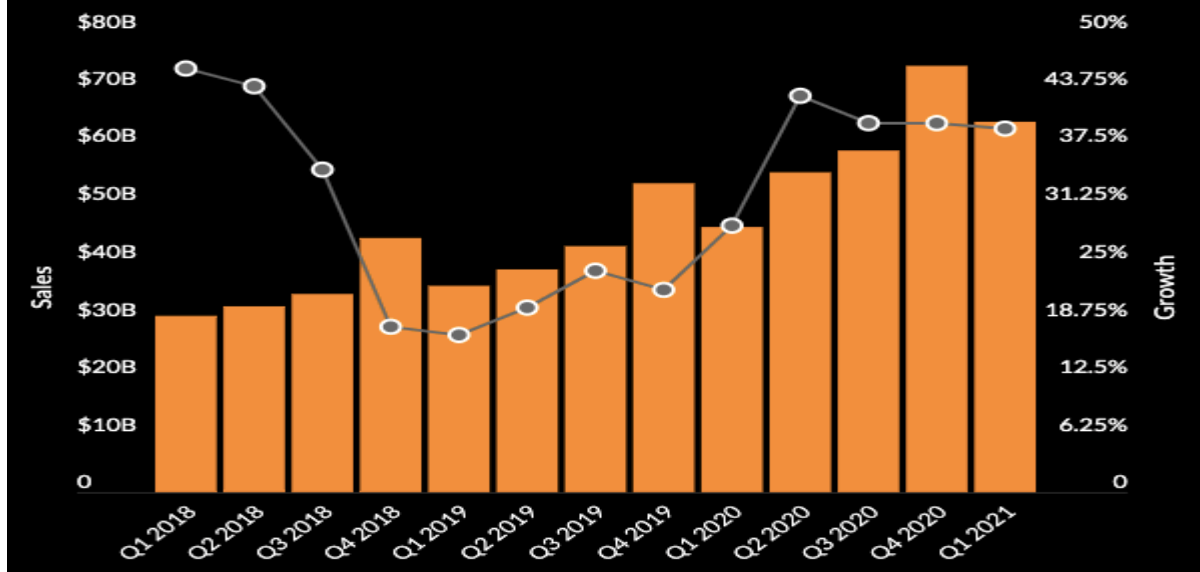
Annual net revenue of Amazon from 2004 to 2020 (in billion U.S. dollars)
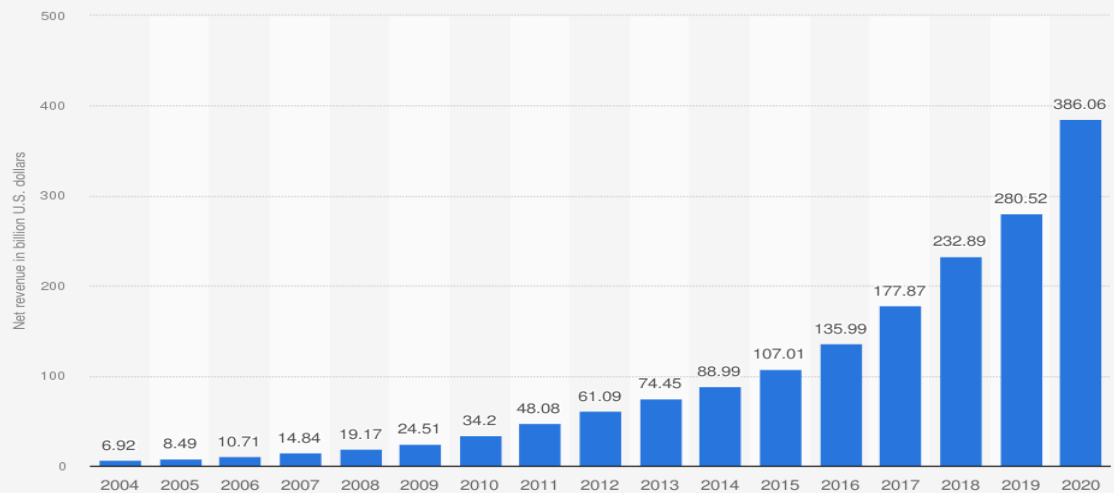
Source
Amazon
© Statista 2021

Additional Information:
Worldwide; Amazon; 2004 to 2020

CUSTOMER ANALYSIS

Flipkart cashed in on the intellectual property of books and banked on the consignment model of procuring products on demand. It signed up with two models in Bengaluru, where it is based out of. The e-commerce would procure a book from any of the dealers; pack it, and courier it to the customer. The company was receiving over 100 book orders per day and providing country-wide shipping. The zeal to succeed, extend the customer base and offer excellent services was high without letting the limited resource come in the way. Since there was no money to hire cutting-edge CRM or customer support personnel, the founders' phone numbers were listed on the website. The idea was to focus on customer services, and customer satisfaction so that when the company expands, it has their trust and base. The user experience and technology have always been core expertise of Flipkart. The website loads faster and is mobile-optimized and offers hassle-free user experience. The e-commerce website now has an app too, which is light, and easy to browse as well. Flipkart started early and had the head star when there were no competitors, and they could grow unabashedly. They had room to grow, make mistakes and learn from them without virtue signaling.

Started in 2007, Flipkart has enabled millions of consumers, sellers, merchants, and small businesses to be a part of India's digital commerce revolution, with a registered customer base of more than 350 million, offering over 150 million products across 80+ categories.

Product Categories

- Camera, Computer & Communication (CCC)

- Health & Beauty

- Books & Media

- Footwear

- Home decor

- Baby care

- Foods & Nutrition

- Apparel

- Leisure & Travel Appliances (LTA)

- Home Appliances

Flipkart used the behavioral segmentation to divide consumers into 5 segments:

- ❖ Browsers
- ❖ Lapsers
- ❖ Light users
- ❖ Heavy users
- ❖ Super-heavy users

Flipkart customers consist of middle-class social groups who are comfortable with online shopping and find it convenient. Majority of the customers are the professional who are busy with their business/Job & find it convenient to purchase anything online rather than visiting the physical outlet in order to save time & money.

Potential customers

Flipkart targets anybody who surfs the internet and who does not have time for shopping. Though its target customer is scattered over various market segments as consumers from all demographic backgrounds can find products that appeal to their interest, 75% of its audience is between the age group of 16 – 55.
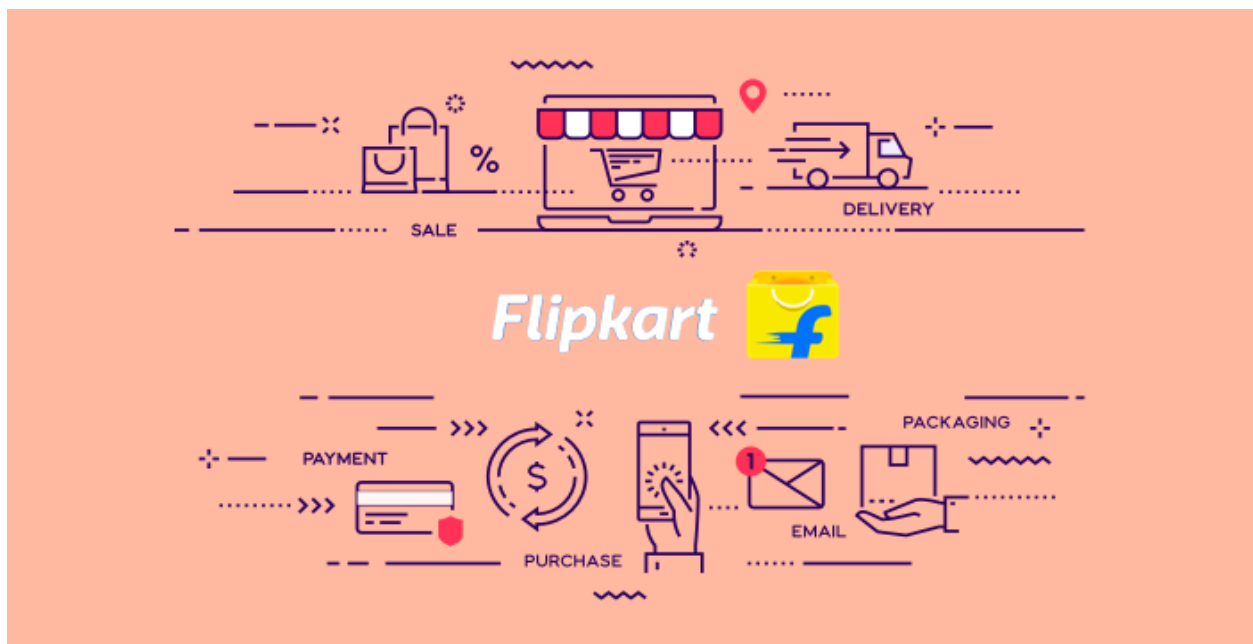
Flipkart STP

Segment

Customers who prefer online medium of shopping.

Target Group

Middle and upper-middle income online shoppers.
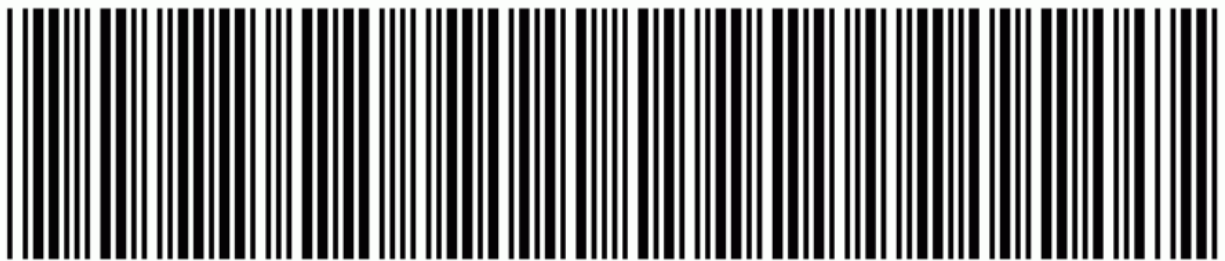
Positioning

Flipkart is a one stop online store to cater to all customer needs.

LEARNING OUTCOMES

Departments in Flipkart

- Inbound
- Putting
- Inventory Management Team (IMT)
- Picking
- Packing
- Mother Hub(MH)
- Return Centre (RC)
- NON customer outbound (NCOB)

0-P03-A54-01-D02a

| Floor | Pathway | Aisle | Rack | Tier | Position | Child Bin |

Barcode

Bin Nomenclature

Inbound Process

<table>
<tr><td>PRE-RECEIVING</td><td>RECEIVING</td><td>PUTTING</td></tr>
</table>

Inbound Receiving

There are 2 types of products that are stored in the warehouse

1. FKI- Owned by Flipkart
2. FA -Owned by the Seller

- After the products are received in bulk, they are allotted serial WSN
- Then they are segregated and Quality Check is Performed
- types of QC are performed: - PHYSICAL QC and SYSTEM QC
- Then after QC pass WID is printed and Putlist is created.
- If QC is Failed, QC ticket is generated and it's moved to Issue Resolving Team
- If the product fails QC again it handed over to NCOB for RO, Recall or Liquidation.

Putting

- After the put-list is created the goods has to shifted to inventory within 2hrs.

- The putter uses HHD and scans the WID that shows the suggested locations in the inventory.

Inventory (Inventory Management Team)

- Stock take: - the physical verification of the quantities and condition of items held in the inventory

- Matching physical Quality with System Quality

- Create Goods Transfer List to move products for better management of space and rectification of Putter.

- In Haringhata RDC the different types of Inventories are

MTS (Multi-Tier Shelving)

- 80% of this inventory is used for Customer Outbound and rest for Non customer Outbound

MLS (Mini Load System)

- It is Fully automated inventory used for Non customer Outbound specially IWIT (Inter Warehouse Inventory Transfer)

- It has a total of 20 lanes with 111192 bins in both LHS and RHS.

RPR (Reserve Palette Rack)

- In RPR only Pallets are stored using semi-automated tools.

XL (Extra Large inventory)

- Only large products are stored in this inventory

Outbound

Picking

Warehouse picking refers to the process where individual items are picked from a fulfilment facility to satisfy customers' orders. It's an essential aspect of order fulfilment and is considered one of the most expensive and labor-intensive activities for warehouses.

Packing

- At Packing station, the product is scanned and a packing suggestion appears.
- The packer matches the attributes and packs the product and sticks Invoice.

Mother HUB

- Here the packed product is sorted according to area.
- Then its bagged and transferred to Delivery HUB through the docks through various mediums.

RC (Return Center)

- In RC the returned products are rescanned and primary verification is performed.
- If they pass PV, they are sent to good inventory.
- If they fail PV, they're sent to bad inventory or NCOB for RO, Recall or Disposal

NCOB (Non Consumer Out Bound)

It consists of the following processes: -

- IWIT
- Return Order
- Recall
- Liquidation
- Disposal

1. Inter Warehouse Inventory Transfer (IWIT)

Transferring inventory from one warehouse to another warehouse is called inter warehouse inventory transfer. The Purpose of IWIT is to improve regional utilization and increase the speed of delivering product to customers.

2. Seller Recall

Seller Recall is a request to return the product by seller. It done for the necessity of seller.

3. Return Order (RO)

Return Order means returning rejected/returned/slow moving and non-moving goods to vendor. The purpose of RO is to maintain value proposition of the product and for efficient space utilization.

4. Liquidation

Liquidation is referred to as winding-up or dissolution, although dissolution technically refers to the last stage of liquidation.
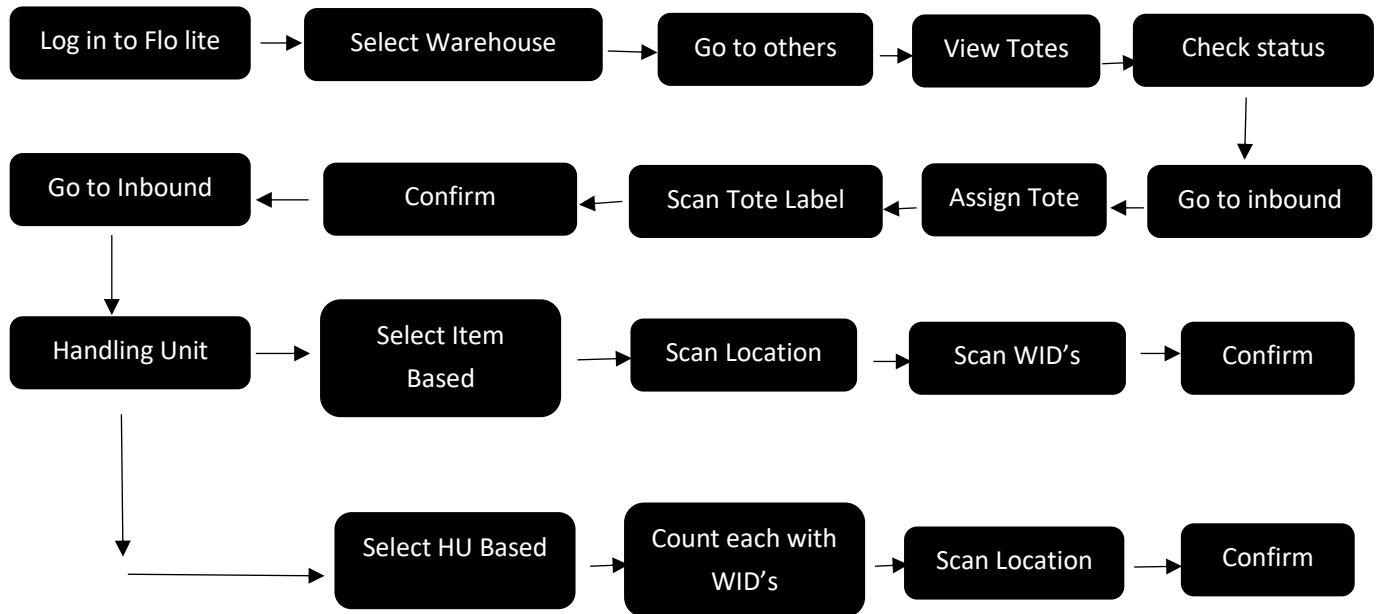
5. Disposal

It is the collection, processing, and recycling or deposition of the waste materials in the warehouse.

ACTUAL WORK DONE

As I have assigned as an intern in putting department so some emphasis on this departments are in below:

Inward/IWIT Bulk Putting

```
Log in to Flo lite → Select Warehouse → Go to others → View Totes → Check status
                                                                          ↓
Go to Inbound ← Confirm ← Scan Tote Label ← Assign Tote ← Go to inbound
      ↓
Handling Unit → Select Item Based → Scan Location → Scan WID's → Confirm
      ↓
      → Select HU Based → Count each with WID's → Scan Location → Confirm
```
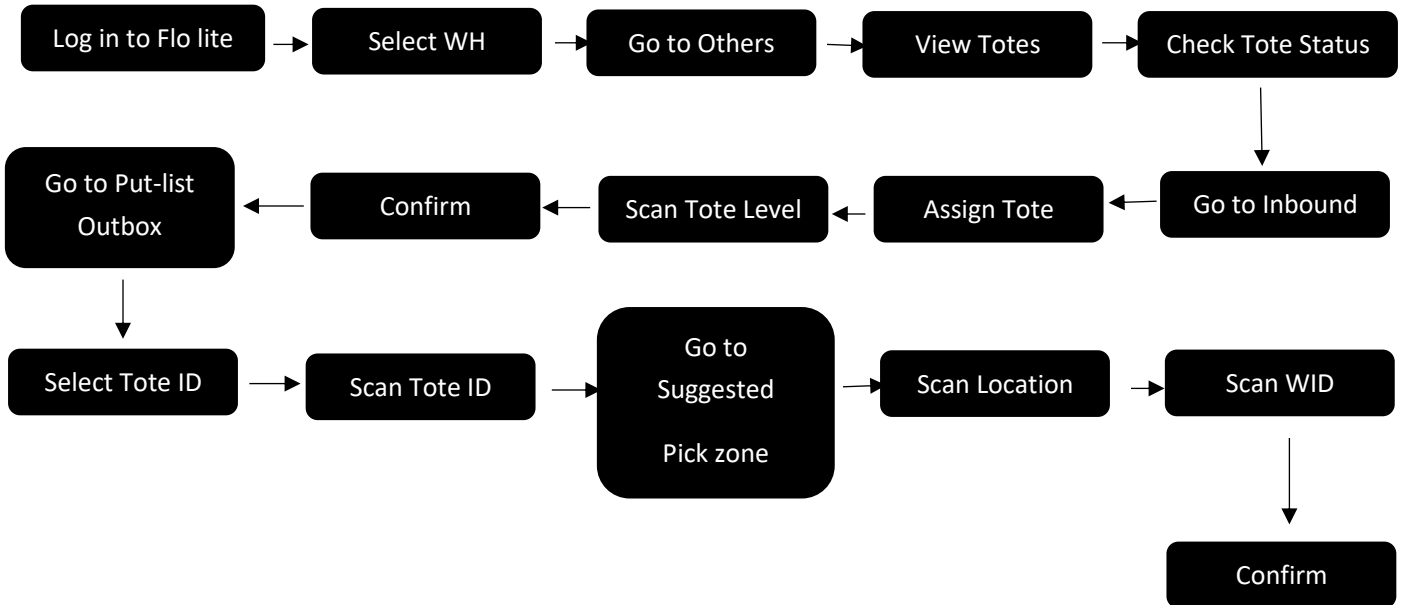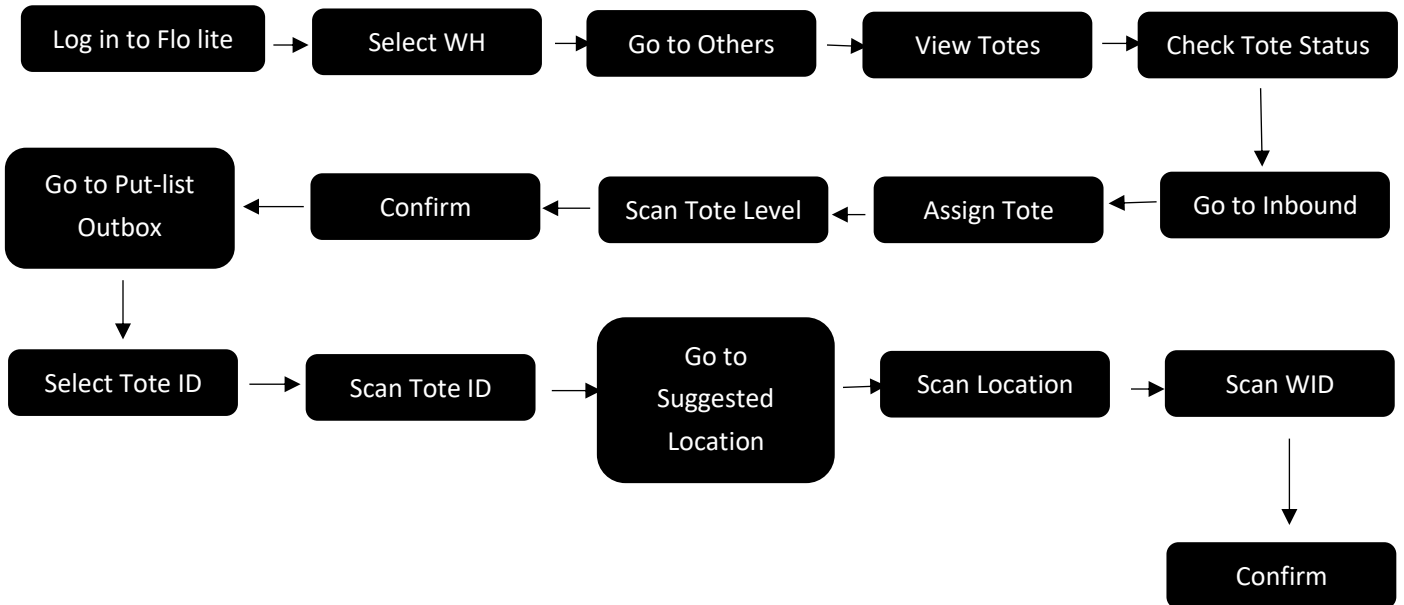
Notes:

- Product quantity with WID in tote should be counted & matched with the system quantity before scanning the location in HU based putting.
- Each and every product's WID should be scanned before keeping it into the location and the scanned quantity should be monitored by checking the completion bar.

- If the location space is full and no space is available for leftover products then click on the "Change location" tab to change the location and scan the new location then WID.

```
Change Location → Scan Location → Scan WID's → Confirm
```

RC QC Pass/Return Reprocessed Bulk Putting

Log in to Flo lite → Select WH → Go to Others → View Totes → Check Tote Status

Go to Put-list Outbox ← Confirm ← Scan Tote Level ← Assign Tote ← Go to Inbound

Select Tote ID → Scan Tote ID → Go to Suggested Pick zone → Scan Location → Scan WID

Confirm

Packing Cancellation

Log in to Flo lite → Select WH → Go to Others → View Totes → Check Tote Status

Go to Put-list Outbox ← Confirm ← Scan Tote Level ← Assign Tote ← Go to Inbound

Select Tote ID → Scan Tote ID → Go to Suggested Location → Scan Location → Scan WID

Confirm

Putting IPP

Inward Bulk	437 per person
IWIT Bulk	278 per person
Packing cancellation Bulk	60 per person
Return Center QC Pass Bulk and Return Reprossing Bulk	120 per person

Task Status

00.00
- **Created -**When the putlist is created at receiving end by the Receiver.

Pending
- **In Progress -** When the putlist is assigned by the putter and putlist is yet to be confirmed.

01.30
- **Completed** - When the putlist is confirmed by putter by keeping the stocks at their respective picking zone.

Day to Day Reports

Put-list Creation to Put-list Completion Report

Hourly Creation vs Completion Report

Pendency Report

Stock Audit Report

IPP Report

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