



CMC
Team Consult Sdn Bhd
(1278995-K)



E-Commerce Logistics and Last Mile

The e-Commerce market is very important because global internet users have bought products online. Making your products and brand available online will increase your chances of selling and presenting your brand to the world. The high demand in the e-Commerce market and the transportation of the products are very important to customer satisfaction. While the customer purchases the products from the store, it goes through several stages where the products need to handle properly. It's very important to keep customer expectations while purchasing the products. Therefore, the logistics partner is very important for e-Commerce.

LEARNING OUTCOME

By the end of the program, participants will be able to :

- Describe the function of e-Commerce Logistics
- Identify the segment of e-Commerce Logistics
- Deliver the e-Commerce Trade Effectively
- Understand the challenges of E-Commerce Logistics
- Define the e-Commerce logistics activities
- Able to build an e-Commerce business

METHODOLOGY

We use a variety of interactive methods, role-play, practice, delivery, and exercises to give participants a practical toolkit to deliver engaging training that drives behavioral change.

PROGRAM ASSESSMENT

- Pre- and post assessment
- Solving and presenting case studies
- Demonstration in group presentation.



The Trainer

"Effective action comes from the right effort, if not the right way. Only with the right methodology can our actions have the greatest effect" James Ngu

- HRDC certified TTT Trainer
- HRDC appointed as a subject matter expert for the Development of Industrial Skills Framework Logistics and Warehousing Industry
- Dangerous Goods Cat-6 Certified
- Kursus Ejen Customs Certified
- Licensed Courier Agent
- Licensed Customs Agent

Mr. James Ngu obtained his Degree Certificate (Computing and Information System) from the University of Lincolnshire & Humberside at Lincoln, England in the year 2001.

As a Licensed Custom Agent, he has been working in the Freight Forwarding and Logistics Industry for 20 years. As a founder of Amber Logistics, he successfully set up their internal customer service standards and delivery services process for the company.

Already more than 2-year training in the training industry now, Mr. James has conducted numerous training sessions with the logistics and courier corporate. His training programs consist of customer service, Logistics, Malaysian Customs procedures, Shipping Documents, Free Zones, Incoterms@, problem-solving & decision making, managing complaints, and supervisory programs.

In the course of his career, he also had many opportunities to write and speak to many levels of management in planning, presenting and decision making. With his understanding of the logistics and courier industry, he provides communication training to the branch including leadership, communication skills, proficiency in the language, attentiveness, time management skills, persuasion skills, HR-related issues, and challenges.

Mr. James Ngu uses various methodologies to enhance his learners' learning and participation, which includes On-the-Job Training, coaching, mentoring interactive lectures, management games, practical mills, case study, group discussions, and tutorials

Program Content

Module 1: What is e-Commerce Logistics

- Introduction for e-Commerce Logistics
- The impact of e-Commerce and the Last Mile
- Advantages and Disadvantages of e - Commerce

Module 3: The major functions of e-Commerce Logistics

- Forward Function
- Reverse Function

Module 5: Create a strong e-Commerce Logistics value chain

- What value chain
- How to conduct value chain analysis
- How to improve the e-Commerce value chain

Module 2: How to start an e-Commerce Logistics

- How to set up a business
- Types of e-Commerce Logistics business
- Step to building an e-Commerce Logistics store

Module 4: Things to consider when choosing E-Logistics Partner

- Key Factors
- Major things to consider when choosing an e-Logistics partner

Module 6: E-Commerce Logistics and Last Mile

- Operation Design
- Order Supply
- Last Mile Logistics

Who should Attend

This program is designed for all sellers and buyers who are involved in local and international sales, logistics partners, and product delivery to enhance their ability for trade.

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