

HOLIDAY SEASON IS COMING

INDUSTRY TODAY

U.S. sales growth is expected to slow this holiday season as consumers facing decades-high inflation cut back on discretionary spending.

Retailers are looking to offer steep discounts to offload excess stock. "This holiday retail season is bound to be far more promotional than the last," said Steve Sadove, senior adviser, Mastercard.

Over the past two years, consumers were seen starting their holiday shopping as early as October on fears that in-demand products would disappear from shelves by around Thanksgiving in late November.

--- Reuters



Black Friday Photo by AP

HOW BEST INC. PREPARES ITS WAREHOUSES FOR THE INCREASED 2022 HOLIDAY ONLINE SHOPPING DEMAND?



One of the Best Inc. warehouses



One of the Best Inc. warehouses

Holiday season can be stressful if not well-prepared. The IT team at Best Inc. must ensure all mission-critical features will support all customer transactions without encountering any delay. Additionally, our OMS system is well prepared for coming peak season with the following:

- System automatically scales in and out depending on current data communications.
- System metrics are monitored 24/7 to maximize responsiveness any time of day.
- System scaling supports: Consistent service availability (99.95% SLA). Consistent transaction process speed without delay.



Best Inc. warehouse staff



Best Inc. warehouse staff

At Best Inc., as we prepared for the holiday season, one important aspect is to train staff on handling procedures. During holiday season, as order volume tend to spike, associates tend to rush meaning set standards also tend to fall, items get damaged, or even destroyed. Our goal is assuring all staff is well trained and we are fully staffed to avoid the rush to fulfill customer orders. We work closely with staffing agency leading up to peak season to meet our customer's expectations, not only is hitting our SLA's is important, but also assuring that quality not only quantity is being met.

We collect customer forecast for holiday season and prepare manpower accordingly, provide marketing campaign idea for holiday kit to help customer increase market share. Furthermore, we work with transportation carriers to push promotion orders that can ship on time. Last but not least, we provide orders type and products turnover analysis systematically. We are ready. Are you ready?

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