



PURCHASING, LOGISTICS AND SUPPLY CHAIN

E Commerce Fulfilment and Last Mile Delivery

3 day course

Classroom, online or in-house

Course overview

Selling online is the easy part; delivering a single item to a residential address that may have no street number, at a time somebody is present, is where the margin goes. This course covers fulfilment in African conditions. Delegates work through order profiles and the pick, pack and despatch operation that single item orders demand, inventory placement and the trade off between speed and holding cost, and the last mile options including couriers, pickup points and informal networks. Addressing and geolocation are covered directly, since much of the region lacks reliable street addressing. Failed delivery, returns and cash on delivery are addressed as the cost drivers they are. The course closes on measuring cost to serve per order.

What you will learn

- Design a pick, pack and despatch operation for single item orders
- Place inventory to balance delivery speed against holding cost
- Compare courier, pickup point and informal last mile options
- Handle addressing and geolocation where street addressing is unreliable
- Reduce failed delivery attempts and their cost
- Manage returns and cash on delivery
- Measure cost to serve per order and act on it

Who should attend

- E commerce operations and fulfilment staff
- Warehouse and distribution managers
- Courier and delivery company personnel
- Retail supply chain managers
- Online business owners scaling delivery

Course outline

- 01 Where the margin actually goes
- 02 Order profiles and single item picking
- 03 Pack, despatch and labelling
- 04 Inventory placement and speed against cost
- 05 Last mile options and pickup points
- 06 Addressing and geolocation
- 07 Failed delivery and returns
- 08 Cash on delivery and cost to serve

Upcoming dates

Dates	Venue	Format	Fee per delegate
21 to 23 September 2026	Online	Online	R6,500
30 September to 2 October 2026	Pretoria, South Africa	Classroom	R14,950
9 to 11 December 2026	Accra, Ghana	Classroom	USD 995
8 to 10 February 2027	Nairobi, Kenya	Classroom	USD 995



Fees and how to register

This 3 day course is **R6,500** per delegate online, **R14,950** in the classroom in South Africa, Botswana, Namibia, Lesotho and Eswatini, and **USD 995** in the classroom elsewhere in Africa. In-house training is quotation on request. Book 2 or more delegates on this course and save 10%.

To register or request an in-house proposal, visit www.afrisciencegroup.com, email info@afriscience.co.za, or WhatsApp us on **+27 63 479 1136**.

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