



**Radial**  
a bpost company



## PEAK 2022 CHECKLIST



- Analyze past peak data and COVID-19 data for a more accurate view of the outlook.**  
Study last year's peak results and keep informed of local and national projections on how the pandemic may influence holiday shopping and your order fulfillment operations.



- Review current inventory and locations.**  
Make sure you are aware of what inventory you currently have, where your inventory is located, what you will need, and how you will be able to efficiently get the inventory you need.



- Determine necessary inventory assortment at each location.**  
Review and analyze data to determine the amount of each product and assortment at each location.



- Identify potential store hubs.**  
Align with your omnichannel team to determine which locations can be used as fulfillment hubs to increase shipping times and free up additional inventory.



- Review your supply chain.**  
Determine if your supply chain is efficiently running or is still feeling the effects of the pandemic. Plan alternatives now.



- Check for the right technology.**  
Check if your current order management system (OMS) allows for turnkey abilities, routing rule configuration, and flexible fulfillment options. If it doesn't, implement an omnichannel OMS as soon as possible.



- Evaluate the returns process.**  
Look into how you currently handle your returns. Do you provide a 30-day window? 60-day window? How can you remove the burden on customers to make the returns process easier?



- Examine current customer communications and tweak as needed.**  
Update your current customer communications for specific processes especially as it relates to picking up merchandise from the store.



- Look at ways to enable store staff to work efficiently with less people.**  
Evaluate current processes and determine where the most time is being spent. Switch from boxes to poly bags for easier unloading and stagger shifts for maximum coverage.