



International Journal of Research Publication and Reviews

Journal homepage: www.ijrpr.com ISSN 2582-7421

The Comprehensive Study on Flipkart Supply Chain Management

Nikhat Parveen

Galgotias University

Email id : alinikhat12345@gmail.com

Doi: <https://doi.org/10.55248/gengpi.5.0424.10115>

ABSTRACT

The way that business is conducted has been changed by supply chain management. With more people choosing to shop online, the e-retailing industry in India has grown significantly. The primary component of supply chain management is facilitating cooperation between trading partners and providing real-time information on e-retailing websites. This essay discusses how supply chain management is a key component of online commerce and how it has developed into the backbone of this sector. The supply chain management of the massive Indian online retailer Flipkart is examined, as well as the potential and problems it faces going forward.

Introduction

About Flipkart.com

Flipkart is an Indian e-commerce startup that began by selling books online before branching out to include food, fashion, consumer electronics, home goods, and lifestyle items. Additionally, it is the owner of the Unified Payments Interface-based Phone mobile payment service.

Flipkart.com, the largest online shopping platform in India, was started in October 2007 by two IT Delhi grads, Sachin and Binny Bansal. After ten years, there were 54 million users, more than 100,000 sellers, and 261 million units sold on e-commerce.

Founded by two individuals, Flipkart currently has 46 million registered users and employs 30,000 people. With 14 cutting edge warehouses, 10 million daily page views, and 8 million shipments made possible by technology, they are among the top 5 websites in India according to Alexa. The first billion-dollar business in Indian e-commerce is Flipkart. Flipkart accepts a variety of payment methods, including credit or debit card, cash on delivery, net banking e-gift vouchers, and card swipe transactions.

Warehouse Management System

A company's warehouse operations can be made better in every way with the help of the Warehouse Management System (WMS), which offers an organized method of controlling efficiency. For warehouse management systems, bar code data gathering techniques are more effective since they use an automatic identification mechanism to link the enterprise software with the shop floor.

The system for managing warehouses oversees the receiving, putting away, and storing of products. When it's time to retrieve the item, the system uses hand-held equipment to guide warehouse employees to the right locations so they can travel the shortest path possible.

Procedure

Flipkart team map their supply chain end they know perfectly how many hours and minute he take to complete the order process.. There are some of the airline partner which help to deliver goods on time.

Team for Products and Technology

Team for Business Development

Team Operations

Team Customer Support

FIELD WORK

1. Inward processing

Verification of Invoice Sanity: It is the initial step in the quality control (QC) check process at Flipkart. The sellers' car, which, in accordance with its prediction, reports at the Distribution Center (DC) dock. Here, we have to verify the vendor name on the invoice, the address (with the aid of the "flow website"), the invoice date, the PO number and date, the invoice number, the buyer's name, the FSN number, the vendor code, the description, the HSN code, the quantity, and the amount. We also have to verify that the amount should be written in words and match the number exactly.

IRN Production

This is the second step after checking the invoice. To begin, we must log in to the "flo website." Next, we must click on procurement, which indicates the receipt of goods. Next, we must go to the consignment tab and click on consignment handover. This will bring up a tab where you must enter the PO number. Finally, we must click on search. Create an IN page and then use the invoice to fill out all the details on the IRN creation page. The details include the invoice number and date, the delivery type, which requires us to choose the vendor delivery, Invoice line elements include the total serial number, invoice amount, total quantity, invoice boxes, GST invoice, and method of payment.

IRN Acquiring

Following IN creation, this is the third procedure. For IN receiving, we need to choose the large Mumbai warehouse. Click on the IN tab since it is the receiving portion; we will then choose Receive IN. Now that we have all the information for IN ID and FSN filled out, click search to obtain the product description along with an image. Quality control involves material handlers inspecting products to ensure they meet certain requirements, such as brand, model number, color, and MRP.

IRN Submission

This phase requires us to verify whether the physical quantity that was recorded during the IRN procedure corresponds with the invoice quantity or not. Click the procurement tab, choose the IN, then click the search button. After selecting the date and warehouse and typing all the information you wanted at the time of IRN creation, click the IRN number to see the IN in detail.

Putlist Creation

This concludes the inner process. Here, choose warehouse first. Then, click the admin button. In the admin, choose the date and click Search Inventory inward Bulk Area. Click the "view inventory status" option after choosing two days in advance. From there, we can see the product's FSN, SKU, Package ID, WID, Storage Zone, Quantity in Putlist, Quantity for Putway, Bulk area, and updated at, updated by, and with all of this putlist generation assistance. Click the inventory button to create a putlist screen. From there, we can choose the device from two options: manual and mobile.

Outward Processing

Pick-list generation

To generate the picklist we need to log in to the Flow system and then select our warehouse. 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

We must scan the product after shipping; DEO should handle this. We must first choose the warehouse and station before clicking the submit button for the in-scan. Following this, choose Receive Shipment by clicking on the shipment icon. After scanning the product tracking ID, press the "In-Scan" option.

Gate In

The check-in procedure is completed when we need to load or unload merchandise. In order to gain entry, we must choose the facility and vehicle number. then press the "Submit" button. We now have the Gate In checklist for the car.

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.

Return Process

Reverse Logistic

Flipkart accepts returns within 30 days. The establishment of customer trust is the goal of this policy. Flipkart accepts the customer-provided replacement and sends the product back to the supplier. We will now observe the entire reverse logistics procedure. The first step in the return procedure is unloading. The last mile hub is where this car originates.

Gate In

In order to access the gate, we must first choose the facility (Warehouse Code) and the vehicle number, then click the submit button. Here, Gate has been completed effectively.

Return received

The first is Gate-In & Unloading, now we will continue with second process ie. 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 completes the third reverse logistics step. Since the product originates from the last mile hub, we validate it here. To obtain the product description, click the Return Center tab, choose PV for Received Shipment, enter the product tracking ID, and then click Search.

Putlist Creation

The goal of this procedure is to replenish the product's inventory. Choose our warehouse to begin this process, then click the inventory button to open the create putlist screen. The return product was transferred to external liquidation at the time of detail PV. herefore choose the external liquidation bulk type Non-Damage Bulk: After entering the product's WSN and clicking "Create Putlist," send the printout to the inventory department so they may have it on hand.

Putlist Conformation

We will create the putlist once it has been created successfully. When we establish a putlist, we receive a putlist id. We copy this id, paste it in the putlist id field, click Find, and then provide the product's location, which is kept by the inventory department. Here, we completed the entire return procedure.

Inventory Management

Flipkart uses the notion of long tail, which is simply selling in huge quantities, to choose what things to store in a warehouse and what items to purchase from sellers. Unique products available in modest amounts. Due to the low demand for these commodities, Flipkart typically places ad hoc orders for them and does not maintain inventory, which lowers overall distribution and inventory costs.

Issues and Recommendations

- In warehouses, put-listing and pick-listing require a significant amount of manual effort. High level RFID usage can help with this.
- Care must be taken with warehouse planning in order to effectively handle increasing SKU complexity.
- There are a lot of problems both inside and externally, thus they need to upgrade their IT system.
- Taking seasonality into account when predicting will help you better manage inventory expenses during peak and shorter periods while meeting customer expectations.
- There was a difference in treatment between the supervisor and the picker/loader; the manager needs to address this behavior and treat everyone with the same respect—managers and baders alike, for example.

Conclusion

A formidable rival may be extremely advantageous to a business, and Flipkart is no different. Flipkart has been able to innovate internally and develop numerous best practices that are now acknowledged by the industry since Amazon joined the Indian market. Using the consignment approach, Flipkart ordered products from merchants solely on the basis of online orders when it first began operations. The books-to-electronics e-shop later embraced the warehousing model. The company maintained its own warehouses and inventories. Conversely, just one month after Amazon launched its marketplace concept in India, Flipkart unveiled its model in July 2013.

Reference :

1. Ahmed, M. M., Islam, M. M., and Akhtaruzzaman, M. (2021). Implementation of Total
2. Quality Management (TQM to Improve Organizational Performance: A Review of Literature. *Journal of Open Innovation: Technology, Market, and Complexity*, 7(3), 126.
3. Ahumada, O., and Villalobos, J. R. (2021). Operations, logistics and supply chain management: A literature review. *Journal of Cleaner Production*, 289, 125308.
4. Altenburg, T., Schmitz, H., and Stamm, A. (2008). Breakthrough? Chinas and India's transition from production to innovation. *World development*, 36(2), 325-344.
5. Ansari, S. A., and Sodhi, M. S. (2019). The Impact of E-commerce Logistics on Revenue Growth of Flipkart: An Empirical Study. *Journal of Commerce and Accounting Research*,

6. 8(1), 11-19.
7. Artificial Intelligence Market by Offering, Technology, Application, End-User Industry and Geography - Global Forecast to 2025. (2019). MarketsandMarkets, 2.
8. Arunachalam, V., and Annamalai, M. (2018). Strategic sourcing practices in Indian manufacturing industries: an empirical study. *Journal of Industrial Engineering International*, 14(4), 847-862.
9. Balaji, M. S., Roy, S. K., and Sadeh, N. (2020). Impact of technology adoption on logistics service quality: evidence from e-commerce firms in India. *Journal of Modelling in Management*, 15(1), 117-137.
10. power of supply chain collaboration. *Harvard Business Review*

Websites :

- www.Launchpadwiki.com
- www.digitalduniya.com
- www.indianonlinemarketing.com
- <https://scholars.fhsu.edu/cgi/viewcontent.cgi?article=1063&context=jiibr>
- <http://www.whatishumanresource.com/human-resource-management>
- <https://www.investopedia.com/terms/h/human-resource>