



PEAK 2020

Are you prepared for an unusual peak season?

Peak 2020 presents many challenges for online retailers. To start, many have already been experiencing peak-like demand since April due to the pandemic. Further, store closures and social distancing have greatly impacted in-store revenue and most are looking to eCommerce to help make up the losses. As a result, retailers are getting a jump on the traditional peak period, starting promotions as early as October in hopes of attracting more shoppers.

The 2020 peak season will undoubtedly shatter all previous records.

PFS is here to help you manage the chaos. Our comprehensive eCommerce solutions are equipped with scalable systems, flexible operations and effective staff augmentation methodologies that ensure business continuity during your busiest season.

How PFS can help you right now

While peak planning typically requires extensive preparation and time, with work often beginning a year in advance, PFS is offering several solutions that can be deployed immediately to support you through this challenging peak season.

Flex Solution for Customer Service

Our flex solution for customer service rapidly scales support to ensure your customers receive a level of care that reflects positively on your brand.

RetailConnect Store Fulfilment

Automate store fulfilment operations for smoother processing of online orders at your brick-and-mortar locations without disrupting in-store operations.

Pop-up DCs

Spread inventory across geographies for faster delivery times that enable you to compete with major retailers such as Amazon while providing relief for your primary fulfilment centres.

Details 

Flex Solution for Customer Service

PFS is doubling down on customer service in 2020 through our flex solution. With a fast, 2-week implementation, this solution provides quick staff augmentation through a 5+ person team of dedicated agents. Using your systems, we are able to offer a low-cost startup while ensuring care that is consistent with your existing operations.

Alternative Fulfilment

With this year's extreme eCommerce volumes, our primary distribution centres (DCs) are at capacity, as is the case for most fulfilment providers. We look forward to talking more about our traditional fulfilment model and how it can prepare you for future peak seasons in January. For 2020, our alternative fulfilment solutions can still provide the flexibility required to ensure business continuity through this peak.

RetailConnect

Enhance your omnichannel operations by automating in-store picking operations in support of ship-from-store or buy-online-pickup-in-store (BOPIS) activity. RetailConnect keeps store inventory moving despite slower foot traffic or mandatory closures resulting from the pandemic. What's more, the solution meets customer demand for delivery alternatives and faster shipping.

Pop-up DCs

Pop-up DCs enable regional fulfilment which has been crucial throughout the pandemic as it shortens the supply chain and gets product closer to the customer. Pop-up DCs can become permanent fixtures to your fulfillment operations as micro-fulfilment centres that provide relief for your primary fulfilment centres during higher volume periods year-round.

- ▶ **Brexit Solution:** Operating in the UK? Our micro-fulfilment centres can help you establish a multi-node fulfilment operation across the UK and mainland Europe to mitigate customs issues post-Brexit.



**Most retailers are already experiencing high volumes due to COVID-19.
Contact PFS to find out how to survive and thrive this peak season!**

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