

SUPPLY CHAIN METAMORPHOSIS

SAPICS
THE PROFESSIONAL BODY FOR
SUPPLY CHAIN MANAGEMENT

IN ASSOCIATION WITH



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What impact has e-Commerce had on the logistics environment in South Africa?

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Opportunities that e-commerce presents to logistics professionals

The number of users in Africa's e-commerce market is forecasted to increase continuously between 2024 and 2029, growing by a total of 83.5 million people.

After the seventh consecutive increasing year, the indicator is estimated to reach 56.03 billion U.S. dollars and therefore a new peak in 2029.

- Consumers now expect faster delivery times with online International eCommerce platforms already offering next-day shipping with time definite delivery expectations.
- To meet these expectations, logistics companies , Express Operators must streamline their processes and leverage advanced technology to optimize their operations.
- Pre-Arrival Customs Clearance and Processing is key to limit unnecessary delays.
- The landscape is changing and is ever challenged by customer expectations measured by AI tools and the Voice of the Customer. This brings ongoing enhancement of processes and seeking of Automated Systems Solutions.

Opportunities that e-commerce presents to logistics professionals

- An evolving and effective Customs Clearance Management system can do wonders for the growing customers' experience.
- It empowers the customer, building trust and reputation.
- Happy customers tend to leave great reviews.
- This further contributes toward greater Voice of the Customer reviews and customer loyalty.
- Investing in a refined eCommerce SCM system that can integrate with advance customs clearance processing tools therefore helps customer satisfaction.
- Service reviews and related data helps changes perception and ultimately brings new business.
- Being in challenging e-commerce growing era where most customers always do comparative checks and reviews before making the purchase.

All Encompassing Solutions

The ever demanding and growing e-commerce community ensures that operators are constantly looking for solutions.

Digitalization and constantly evolving to the typical eCommerce customer needs have become at the order of the day.

E.g.

- Landed costs visibility
- Permits & Regularity controls in country of destination and Operators Export
- Customs Classification
- E-billing
- E-statements
- Paperwork retention within the legally mandated timeframes
- Complying to all local Tax legislative requirements
- E-payment
- Online Customs clearance Instructions

Global Customs Customer Portal

1. Integrating clearance solutions into one stop shop for Customers to supply vital Customs information to ensure Customs Clearance Compliance.
2. Key Customs information. (e.g. permits, certificates, additional documentation)
3. Customs Clients Codes and or Identity numbers where applicable.
4. Customs Classification Codes.
5. Links to providing Customs Clearing instructions as legally required.

On Demand Delivery

1. Last Mile Delivery Tools – Providing Door to Door management in the palm of the customers hands
2. Empowers the end-user to :
 - Track shipment throughout the international journey
 - Follow the shipments progress
 - Change delivery address information to meet the customers changing needs

Effective **eCommerce Supply chain solution** can help the streamlining of tasks allows for transparency and the ability to plan and understand lead times.

It empowers customers and build trust and ensure compliance to the legislative requirements