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# Marketplace Merchant Fulfilment: Order Handling, Delivery Performance and Account Health Course

5 – 9 July 2027  
Rome





## Marketplace Merchant Fulfilment: Order Handling, Delivery Performance and Account Health Course

Ref: 491\_27168 Date: 5 – 9 July 2027 Location: Rome Fees: 5500 GBP

### Programme Summary

Marketplace merchant fulfilment is the subject of this one-week training course for e-commerce operations managers, marketplace channel managers and fulfilment and customer service leaders in online retail, ending in a merchant fulfilment control plan for one marketplace channel. When a seller packs, ships and answers for every order, a late parcel or slow reply counts against the account. The programme moves from the merchant fulfilment model through diagnosis of delivery, returns and metric failures to design of controls, then applies them to one channel. Mars Training Centre UK delivers this marketplace merchant fulfilment programme for managers from mixed organisations.

### The Business Case

Marketplaces judge sellers by a small set of measures, and a seller who fulfils its own orders carries the full weight of them. A few late dispatches, unanswered buyer messages or poorly handled returns can lower account standing before the operation notices. Managers who connect warehouse tasks to those measures find causes earlier and protect sales on the channel.

- Late Shipment Rate: Falls as cut-off times, handling time and carrier hand-over are controlled.
- Order Defect Rate: Improves as packing checks, accurate listings and prompt returns reduce complaints.
- Account Standing: Strengthens as metrics are watched daily and corrective action follows each warning.

### Principles and Evidence Base

- Seller performance metrics: Order defect rate, late shipment rate and cancellation rate frame the channel scorecard in Session 1 and the metric diagnosis in Session 2.
- Pareto analysis: It ranks defect and delay causes in Session 2 and focuses the corrective actions in Session 4.
- ISO 10002: Its guidelines for complaints handling in organisations shape the returns and buyer contact routines in Sessions 3 and 4.

### Intended Participants

- E-commerce operations managers who answer for order handling and delivery performance.
- Marketplace channel managers who monitor seller metrics and account standing.
- Fulfilment leaders who run picking, packing and dispatch teams.
- Customer service leaders who handle buyer messages, returns and refunds.



Typical settings include online retail, consumer goods brands, electronics distribution and fashion and home goods sellers.

## Learning Outcomes

1. Participants will be able to describe how merchant fulfilment differs from marketplace-fulfilled models and what each places on the seller.
2. Participants will be able to diagnose causes of late shipment, cancellation and order defects from order data.
3. Participants will be able to analyse carrier performance and the accuracy of delivery promises.
4. Participants will be able to evaluate returns, refunds and buyer messaging against complaint handling guidelines.
5. Participants will be able to construct dispatch, packing and monitoring routines for one channel.
6. Participants will be able to justify a merchant fulfilment control plan to commercial and operations leadership.

## Programme Structure

### Day 1: Marketplace Merchant Fulfilment Principles and Scorecard

What does the seller carry in a merchant fulfilled model, and how is it measured?

- Fulfilment Model Comparison Table
- Order-to-Delivery Process Map
- Seller Performance Metric Scorecard
- Handling Time and Cut-Off Calendar
- Channel Responsibility Matrix

### Day 2: Diagnosing Order and Metric Failures

Why do orders ship late, get cancelled or generate defects?

- Late Shipment Cause Pareto Chart
- Cancellation Reason Log
- Order Defect Case Review
- Stock Accuracy and Listing Check
- Warning Notice Review Sheet

### Day 3: Diagnosing Delivery, Returns and Buyer Contact

Where do carrier, return and message handling lose buyer trust?



- Carrier Scorecard
- Delivery Promise Accuracy Chart
- Return Reason and Refund Flow Map
- Buyer Message Response Time Study
- ISO 10002 Complaint Handling Checklist

## Day 4: Designing Fulfilment Controls and Corrective Action

Which controls keep dispatch, delivery and account standing on target?

- Packing and Dispatch Standard Sheet
- Carrier Hand-Over Check
- Returns and Refund Procedure
- Daily Metric Watch Board
- Corrective Action Plan Template

## Day 5: Applying Controls to One Marketplace Channel

Does the control plan hold when it is tested on one channel?

- Applying the Session 2 Pareto Chart to Live Orders
- Testing the Session 3 Carrier Scorecard
- Rehearsing the Session 4 Corrective Action Plan
- Revising the Plan after Peer Feedback
- Completing the Merchant Fulfilment Control Plan

## Methodology

The programme uses a data workshop method built on anonymised order extracts, carrier records, return logs and short written cases from online retail operations. Participants work in small groups on one channel, defend choices to peers who act as commercial, warehouse and customer service colleagues, and receive facilitator feedback.

- Suggested activity: Ranking the causes of late dispatch from an order extract.
- Suggested activity: Rewriting a returns procedure that delays refunds.
- Suggested activity: Drafting a corrective action plan after a warning notice.

## Capstone Output

Each participant completes a merchant fulfilment control plan for one marketplace channel. It holds a metric scorecard, a cause analysis, a carrier review, dispatch and returns procedures and a corrective action template. The plan is used at work to brief commercial and operations leadership, set targets with warehouse and carrier partners and guide the daily review of account standing.



## Frequently Asked Questions

### **Is marketplace merchant fulfilment suitable for managers who have not run a fulfilment team?**

Yes. Marketplace merchant fulfilment is taught from the order flow upward and assumes responsibility for a channel or service, not warehouse experience.

### **Which methods does marketplace merchant fulfilment rest on in this programme?**

Marketplace merchant fulfilment here rests on seller performance metrics, Pareto analysis and the ISO 10002 guidelines for complaints handling.

### **How is the merchant fulfilment control plan used at work?**

You use the marketplace merchant fulfilment control plan to brief leadership, set targets with warehouse and carrier partners and guide the daily review of account standing.

### **How does marketplace merchant fulfilment differ from a programme on warehouse management?**

Marketplace merchant fulfilment centres on orders, delivery promises and seller metrics on a channel, while warehouse management centres on storage layout, inventory and equipment.