

CAPACITY PLANNING ANALYSIS FOR AMAZON.COM LOCKERS

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ABSTRACT

Amazon.com lockers are this company's innovation to control their increasing fulfillment cost by decreasing last-mile distribution costs and to improve their shopper's experience by bringing convenience and reliability to the package delivery process. In this research, we investigate online shoppers' package retrieval behavior from an amazon.com locker location and research its impact on capacity decisions at the Amazon.com locker locations.

Keywords: Capacity Planning, Logistics, Package delivery.