

Peak Season Checklist

[Download Peak Season Benchmark Report](#)

1. Begin preparations early

Many businesses begin planning for peaks more than 3 months in advance.

2. Forecast accurately using data

Order volumes have increased in previous years, however, the growth of spend has fluctuated.

3. Hire and onboard temporary staff if needed

Many businesses hire 1-10 additional staff to manage seasonal peaks.

4. Roster staffing levels for known peak days

Volumes tend to rise through November and dispatches peak on both Black Friday and Cyber Monday.

5. Plan stock layout and packing locations

Reduce the impact of increased order volumes and processing speed by minimising walking time within the warehouse.

6. Consider carrier partnerships to handle high order volumes

Partnerships can unlock mutual SLAs to ensure regular collections and timely deliveries.

7. Consider ways to automate manual processes

Automating processes such as raising shipments and label printing can help maintain time to dispatch speed.

8. Budget for the rise in carrier costs

Carrier partnerships can also ensure set or preferential rates to mitigate the increase in carrier costs.