

Appendix A – Full list of codes and references utilized in the literature review

1. Mehmood, R., Meriton, R., Graham, G., Hennelly, P., Kumar, M.: Exploring the influence of big data on city transport operations: a Markovian approach. *Int. J. Oper. Prod. Manag.* 37, 75–104 (2017). doi:10.1108/IJOPM-03-2015-0179
2. Wong, E., Tai, A.H., Wei, Y., Yip, I.: Redesigning one-warehouse n -retailer routing model in inter-store stock transfer operations of an international retail chain distribution. *Asia Pacific J. Mark. Logist.* 30, 536–554 (2018). doi:10.1108/APJML-06-2017-0124
3. Pandey, S., Chawla, D.: Online customer experience (OCE) in clothing e-retail: Exploring OCE dimensions and their impact on satisfaction and loyalty – Does gender matter? *Int. J. Retail Distrib. Manag.* 46, 323–346 (2018). doi:10.1108/IJRDM-01-2017-0005
4. Sanz, G., Pastor, R., Domenech, B.: A step-by-step guide to assist logistics managers in defining efficient re-shelving solutions for retail store deliveries. *Int. J. Phys. Distrib. Logist. Manag.* 48, 952–972 (2018). doi:10.1108/IJPDLM-09-2017-0286
5. Chhetri, P., Kam, B., Hung Lau, K., Corbitt, B., Cheong, F.: Improving service responsiveness and delivery efficiency of retail networks: A case study of Melbourne. *Int. J. Retail Distrib. Manag.* 45, 271–291 (2017). doi:10.1108/IJRDM-07-2016-0117
6. Weber, F.D., Schütte, R.: State-of-the-art and adoption of artificial intelligence in retailing. *Digit. Policy, Regul. Gov.* . 21, 264–279 (2019). doi:10.1108/DPRG-09-2018-0050
7. Song, G., Song, S., Sun, L.: Supply chain integration in omni-channel retailing: a logistics perspective. *Int. J. Logist. Manag.* 30, 527–548 (2019). doi:10.1108/IJLM-12-2017-0349
8. Benrqya, Y.: Costs and benefits of using cross-docking in the retail supply chain: A case study of an FMCG company. *Int. J. Retail Distrib. Manag.* 47, 412–432 (2019). doi:10.1108/IJRDM-07-2018-0119
9. Gawankar, S.A., Kamble, S., Raut, R.: An investigation of the relationship between supply chain management practices (SCMP) on supply chain performance measurement (SCPM) of Indian retail chain using SEM. *Benchmarking An Int. J.* 24, 257–295 (2017). doi:10.1108/BIJ-12-2015-0123
10. Buldeo Rai, H., Verlinde, S., Macharis, C., Schoutteet, P., Vanhaverbeke, L.: Logistics outsourcing in omnichannel retail: State of practice and service recommendations. *Int. J. Phys. Distrib. Logist. Manag.* 49, 267–286 (2019). doi:10.1108/IJPDLM-02-2018-0092
11. Jaiswal, A., Samuel, C., Ganesh, G.A.: Pollution optimisation study of logistics in SMEs. *Manag. Environ. Qual. An Int. J.* 30, 731–750 (2019). doi:10.1108/MEQ-04-2018-0077
12. Takashima, K., Kim, C.: The effectiveness of power-dependence management in retailing. *Int. J. Retail Distrib. Manag.* 44, 71–88 (2016). doi:10.1108/IJRDM-03-2015-0039
13. Hübner, A., Wollenburg, J., Holzapfel, A.: Retail logistics in the transition from multi-channel to omni-channel. *Int. J. Phys. Distrib. Logist. Manag.* 46, 562–583 (2016). doi:10.1108/IJPDLM-08-2015-0179
14. Hsiao, W.H., Chang, T.S.: Exploring the opportunity of digital voice assistants in the logistics and transportation industry. *J. Enterp. Inf. Manag.* 32, 1034–1050 (2019). doi:10.1108/JEIM-12-2018-0271
15. Tu, M.: An exploratory study of Internet of Things (IoT) adoption intention in logistics and

- supply chain management: A mixed research approach. *Int. J. Logist. Manag.* 29, 131–151 (2018). doi:10.1108/IJLM-11-2016-0274
16. Narine, L.K., Ganpat, W., Seepersad, G.: Demand for organic produce. *J. Agribus. Dev. Emerg. Econ.* 5, 76–91 (2015). doi:10.1108/jadee-04-2013-0015
 17. Jocevski, M., Arvidsson, N., Miragliotta, G., Ghezzi, A., Mangiaracina, R.: Transitions towards omni-channel retailing strategies: a business model perspective. *Int. J. Retail Distrib. Manag.* 47, 78–93 (2019). doi:10.1108/IJRDM-08-2018-0176
 18. Kautish, P., Sharma, R.: Managing online product assortment and order fulfillment for superior e-tailing service experience: An empirical investigation. *Asia Pacific J. Mark. Logist.* 31, 1161–1192 (2019). doi:10.1108/APJML-05-2018-0167
 19. Melacini, M., Perotti, S., Rasini, M., Tappia, E.: E-fulfillment and distribution in omni-channel retailing: a systematic literature review. *Int. J. Phys. Distrib. Logist. Manag.* 48, 391–414 (2018). doi:10.1108/IJPDLM-02-2017-0101
 20. Gawor, T., Hoberg, K.: Customers' valuation of time and convenience in e-fulfillment. *Int. J. Phys. Distrib. Logist. Manag.* 49, 75–98 (2019). doi:10.1108/IJPDLM-09-2017-0275
 21. Chaudhuri, A., Dukovska-Popovska, I., Subramanian, N., Chan, H.K., Bai, R.: Decision-making in cold chain logistics using data analytics: a literature review. *Int. J. Logist. Manag.* 29, 839–861 (2018). doi:10.1108/IJLM-03-2017-0059
 22. Yan, B., Chen, X., Liu, Y., Xia, C.: Replenishment decision and coordination contract in cluster supply chain. *Ind. Manag. Data Syst.* 119, 1374–1399 (2019). doi:10.1108/IMDS-02-2019-0087
 23. Aharonovitz, M.C.S., Vieira, J.G.V., Suyama, S.S.: How logistics performance is affected by supply chain relationships. *Int. J. Logist. Manag.* 29, 284–307 (2018). doi:10.1108/IJLM-09-2016-0204
 24. Ugarte, G.M., Golden, J.S., Dooley, K.J.: Lean versus green: The impact of lean logistics on greenhouse gas emissions in consumer goods supply chains. *J. Purch. Supply Manag.* 22, 98–109 (2016). doi:10.1016/j.pursup.2015.09.002
 25. Carkovs, J., Matvejevs, A., Matvejevs, A., Kubzdela, A.: Stochastic modeling for transport logistics. *Procedia Comput. Sci.* 149, 457–462 (2019). doi:10.1016/j.procs.2019.01.162
 26. Kates, F.R., Salloum, R.G., Thrasher, J.F., Islam, F., Fleischer, N.L., Maziak, W.: Geographic Proximity of Waterpipe Smoking Establishments to Colleges in the U.S. *Am. J. Prev. Med.* 50, e9–e14 (2016). doi:10.1016/j.amepre.2015.07.006
 27. Démare, T., Bertelle, C., Dutot, A., Lévêque, L.: Modeling logistic systems with an agent-based model and dynamic graphs. *J. Transp. Geogr.* 62, 51–65 (2017). doi:10.1016/j.jtrangeo.2017.04.007
 28. Nkeki, F.N., Asikhia, M.O.: Geographically weighted logistic regression approach to explore the spatial variability in travel behaviour and built environment interactions: Accounting simultaneously for demographic and socioeconomic characteristics. *Appl. Geogr.* 108, 47–63 (2019). doi:10.1016/j.apgeog.2019.05.008
 29. Golroudbary, S.R., Zahraee, S.M., Awan, U., Kraslawski, A.: Sustainable operations management in logistics using simulations and modelling: A framework for decision making in delivery management. *Procedia Manuf.* 30, 627–634 (2019).

doi:10.1016/j.promfg.2019.02.088

30. Gulc, A.: Models and Methods of Measuring the Quality of Logistic Service. *Procedia Eng.* 182, 255–264 (2017). doi:10.1016/j.proeng.2017.03.187
31. Dondo, R.G., Méndez, C.A.: Operational planning of forward and reverse logistic activities on multi-echelon supply-chain networks. *Comput. Chem. Eng.* 88, 170–184 (2016). doi:10.1016/j.compchemeng.2016.02.017
32. Rožman, N., Vrabič, R., Corn, M., Požrl, T., Diaci, J.: Distributed logistics platform based on Blockchain and IoT. *Procedia CIRP.* 81, 826–831 (2019). doi:https://doi.org/10.1016/j.procir.2019.03.207
33. Hsu, P.Y., Angeloudis, P., Aurisicchio, M.: Optimal logistics planning for modular construction using two-stage stochastic programming. *Autom. Constr.* 94, 47–61 (2018). doi:10.1016/j.autcon.2018.05.029
34. Wu, P.J., Lin, K.C.: Unstructured big data analytics for retrieving e-commerce logistics knowledge. *Telemat. Informatics.* 35, 237–244 (2018). doi:10.1016/j.tele.2017.11.004
35. Devari, A., Nikolaev, A.G., He, Q.: Crowdsourcing the last mile delivery of online orders by exploiting the social networks of retail store customers. *Transp. Res. Part E Logist. Transp. Rev.* 105, 105–122 (2017). doi:10.1016/j.tre.2017.06.011
36. Eren Akyol, D., De Koster, R.B.M.: Determining time windows in urban freight Eren Akyol, D., & De Koster, R. B. M. (2018). Determining time windows in urban freight transport: A city cooperative approach. *Transportation Research Part E: Logistics and Transportation Review*, 118, 34–50. <http://dx.doi.org/10.1016/j.tre.2018.07.004>
37. Avci, M.G.: Lateral transshipment and expedited shipping in disruption recovery: A mean-CVaR approach. *Comput. Ind. Eng.* 130, 35–49 (2019). doi:10.1016/j.cie.2019.02.013
38. Yu, V.F., Jewpanya, P., Redi, A.A.N.P.: Open vehicle routing problem with cross-docking. *Comput. Ind. Eng.* 94, 6–17 (2016). doi:10.1016/j.cie.2016.01.018
39. Wiśnicki, B., Kujawski, A.: Method of determining new distribution centres within discount stores' networks. *Transp. Res. Procedia.* 39, 605–613 (2019). doi:10.1016/j.trpro.2019.06.062
40. Kumar, C., Vijayaraghavan, T., Chakraborty, A., Thompson, R.G.: Urban Freight Regulations: How much they cost the consumers? *Transp. Res. Procedia.* 30, 373–383 (2018). doi:10.1016/j.trpro.2018.09.040
41. Dabidian, P., Clausen, U., Denecke, E.: An Investigation of Behavioural and Structural Characteristics of CEP Service Providers and Freight Demand Considering E-commerce in Germany. *Transp. Res. Procedia.* 14, 2795–2804 (2016). doi:10.1016/j.trpro.2016.05.473
42. Moen, O.: The Five-step Model - Procurement to Increase Transport Efficiency for an Urban Distribution of Goods. *Transp. Res. Procedia.* 12, 861–873 (2016). doi:10.1016/j.trpro.2016.02.039
43. Lee, C.K.H.: A GA-based optimisation model for big data analytics supporting anticipatory shipping in Retail 4.0. *Int. J. Prod. Res.* 55, 593–605 (2017). doi:10.1080/00207543.2016.1221162
44. Feng, S.: VAR model for regional logistics prediction. *J. Discret. Math. Sci. Cryptogr.* 21,

917–926 (2018). doi:10.1080/09720529.2018.1479170

45. Özkale, M.R., Arıcan, E.: A new biased estimator in logistic regression model. *Statistics (Ber)*. 50, 233–253 (2016). doi:10.1080/02331888.2015.1123711
46. Rybakov, D.S.: A process model of a logistics system as a basis for optimisation programme implementation. *Int. J. Logist. Res. Appl.* 21, 72–93 (2018). doi:10.1080/13675567.2017.1361910
47. Yang, C., Lan, S., Wang, L.: Research on coordinated development between metropolitan economy and logistics using big data and Haken model. *Int. J. Prod. Res.* 57, 1176–1189 (2019). doi:10.1080/00207543.2018.1503427
48. Wang, M., Zhang, R.-Q., Fan, K.: Improving order-picking operation through efficient storage location assignment: A new approach. *Comput. Ind. Eng.* 139, 106186 (2020). doi:10.1016/j.cie.2019.106186
49. Najeeb, H., Raju, V., Rahman, S.: Logistics in Yemen: Addressing the weakness of purchasing power to satisfy needs: In context of supply chain design optimization (Case of Yemen). *Int. J. Supply Chain Manag.* 8, 1200–1204 (2019)
50. Al Theeb, N., Al-Araidah, O., Aljarrah, M.H.: Optimization of the heterogeneous vehicle routing problem with cross docking logistic system. *Logist. Res.* 12, 0–22 (2019). doi:10.23773/2019_4
51. Wensing, T., Sternbeck, M.G., Kuhn, H.: Optimizing case-pack sizes in the bricks-and-mortar retail trade. *OR Spectr.* 40, 913–944 (2018). doi:10.1007/s00291-018-0515-5
52. Wang, Y., Peng, S., Assogba, K., Liu, Y., Wang, H., Xu, M., Wang, Y.: Implementation of Cooperation for Recycling Vehicle Routing Optimization in Two-Echelon Reverse Logistics Networks. *Sustainability.* 10, (2018). doi:10.3390/su10051358
53. Dybskaya, V. V., Sverchkov, P.A.: Designing a rational distribution network for trading companies. *Transp. Telecommun.* 18, 181–193 (2017). doi:10.1515/ttj-2017-0016
54. Liang, B., Lv, F.: A Study on the Optimization of Chain Supermarkets' Distribution Route Based on the Quantum-Inspired Evolutionary Algorithm. *Math. Probl. Eng.* 2017, (2017). doi:10.1155/2017/7964545
55. Huang, Y., Geismar, H.N., Rajamani, D., Sethi, S., Sriskandarajah, C., Carlos, M.: Optimizing logistics operations in a country's currency supply network. *IIE Trans.* 49, 223–237 (2017). doi:10.1080/0740817X.2016.1224958
56. Harks, T., König, F.G., Matuschke, J., Richter, A.T., Schulz, J.: An integrated approach to tactical transportation planning in logistics networks. *Transp. Sci.* 50, 439–460 (2016). doi:10.1287/trsc.2014.0541
57. Martino, G., Yuce, B., Iannone, R., Packianather, M.S.: Optimisation of the replenishment problem in the Fashion Retail Industry using Tabu-Bees algorithm. *IFAC-PapersOnLine.* 49, 1685–1690 (2016). doi:10.1016/j.ifacol.2016.07.823
58. Li, Z.E., Lu, Q., Talebian, M.: Online versus bricks-and-mortar retailing: A comparison of price, assortment and delivery time. *Int. J. Prod. Res.* 53, 3823–3835 (2015). doi:10.1080/00207543.2014.973074
59. Zhao, W.: A study of the factors influencing the evolution of consumer behavior using logistic

- models. *Int. J. Simul. Syst. Sci. Technol.* 17, 40.1-40.6 (2016). doi:10.5013/IJSSST.a.17.35.40
60. Yan, B., Chen, Z., Wang, X., Jin, Z.: Influence of logistic service level on multichannel decision of a two-echelon supply chain. *Int. J. Prod. Res.* 0, 1–26 (2019). doi:10.1080/00207543.2019.1671622
 61. Shuyu, L., Kajihara, Y., Hakkaku, M., Makoshi, A., Shinzato, T.: Study of a system for supporting the analysis of distribution processing work at a logistics center - A case study of analyzing picking work in a retail clothing order fulfillment center - A c. J. *Japan Ind. Manag. Assoc.* 70, 124–135 (2019). doi:10.11221/jima.70.124
 62. Seranmadevi, R., Venkatalakshmi, M.: Extended value chain for customer's delight through out-bound retail logistics. *Int. J. Innov. Technol. Explor. Eng.* 8, 3160–3165 (2019). doi:10.35940/ijitee.i8931.078919
 63. Pålsson, H., Hellström, D.: Packaging logistics in supply chain practice – current state, trade-offs and improvement potential. *Int. J. Logist. Res. Appl.* 19, 351–368 (2016). doi:10.1080/13675567.2015.1115472
 64. Mustafa, S., Fatimah, I., Jun, Y.B.: Modelling the logistic processes using fuzzy decision approach. *Hacettepe J. Math. Stat.* 48, 552–563 (2019). doi:10.15672/HJMS.2018.617
 65. Murfield, M., Boone, C.A., Rutner, P., Thomas, R.: Investigating logistics service quality in omni-channel retailing. *Int. J. Phys. Distrib. Logist. Manag.* 47, 263–296 (2017). doi:10.1108/IJPDLM-06-2016-0161
 66. Holzapfel, A., Kuhn, H., Sternbeck, M.G.: Product allocation to different types of distribution center in retail logistics networks. *Eur. J. Oper. Res.* 264, 948–966 (2018). doi:10.1016/j.ejor.2016.09.013
 67. Gerini, C., Sciomachen, A.: Evaluation of the flow of goods at a warehouse logistic department by Petri Nets. *Flex. Serv. Manuf. J.* 31, 354–380 (2019). doi:10.1007/s10696-018-9312-3
 68. Bhaumik, P.K.: Supply Chain Network Design Based on Integration of Forward and Reverse Logistics. *Glob. Bus. Rev.* 16, 680–699 (2015). doi:10.1177/0972150915581114
 69. Arrais, R., Oliveira, M., Toscano, C., Veiga, G.: A mobile robot based sensing approach for assessing spatial inconsistencies of a logistic system. *J. Manuf. Syst.* 43, 129–138 (2017). doi:10.1016/j.jmsy.2017.02.016
 70. Accorsi, R., Baruffaldi, G., Manzini, R., Tufano, A.: On the design of cooperative vendors' networks in retail food supply chains: a logistics-driven approach. *Int. J. Logist. Res. Appl.* 21, 35–52 (2018). doi:10.1080/13675567.2017.1354978
 71. Anand, N., Grover, N.: Measuring retail supply chain performance. *Benchmarking An Int. J.* 22, 135–166 (2015). doi:10.1108/BIJ-05-2012-0034
 72. Sanchez Rodrigues, V., Harris, I., Mason, R.: Horizontal logistics collaboration for enhanced supply chain performance: an international retail perspective. *Supply Chain Manag. An Int. J.* 20, 631–647 (2015). doi:10.1108/SCM-06-2015-0218
 73. Kumar, A., Adlakha, A., Mukherjee, K.: Modeling of product sales promotion and price discounting strategy using fuzzy logic in a retail organization. *Ind. Manag. Data Syst.* 116, 1418–1444 (2016). doi:10.1108/IMDS-10-2015-0438

74. Huo, B., Liu, C., Kang, M., Zhao, X.: The impact of dependence and relationship commitment on logistics outsourcing. *Int. J. Phys. Distrib. Logist. Manag.* 45, 887–912 (2015). doi:10.1108/IJPDLM-04-2015-0109
75. Zhang, J., Onal, S., Das, R., Helminsky, A., Das, S.: Fulfilment time performance of online retailers – an empirical analysis. *Int. J. Retail Distrib. Manag.* 47, 493–510 (2019). doi:10.1108/IJRDM-10-2017-0237
76. Wang, S.: Study on logistics warehousing center model based on ideal point method and linear weighted method. *J. Comput. Theor. Nanosci.* 13, (2016). doi:10.1166/jctn.2016.5902
77. Yan, R.: Optimization approach for increasing revenue of perishable product supply chain with the Internet of Things. *Ind. Manag. Data Syst.* 117, 729–741 (2017). doi:10.1108/IMDS-07-2016-0297

Group	Code	Description
General	Country	
	Journal	
	Title	
	Year	
	Base	
	Autors	
Specific	Retail	
	Optimization	Method to determine the values of the variables involved in a process or system so that the result is the best possible.
	Technology trends	It constitutes a set of scientifically ordered knowledge, which allows the design and creation of goods or services that facilitate adaptation to the environment and the satisfaction of the essential needs and desires of humanity.
	Logistic	It is in charge of uniting production and market through its techniques, it is also in charge of planning and resource management tasks.
	Picking	Order grouping and scheduling process, allocating on-site stock to order lines, releasing orders, picking items from storage locations, and dispatching picked items
	Tracking	It is a system that allows us to know at all times the location of the goods and keep online, thanks to new technologies, the location of the products at all times.
	Model	A model is a representation of a system or idea. The purpose of models is to help us explain, understand, or improve the relationships of the variables that exist in a system.
	Omnicanal	It is a strategy where a coherent, consistent and seamless communication and interaction is established through the different channels that the customer wants to use to interact with the company, mainly in physical stores.
	Multicanal	It is a strategy where a set of tools are used that allow serving its clients in different ways, where communication responds independently and without integrating with each other.
	Blockchain	It is a distributed registry system that promotes decentralization, transparency and integrity of information.
	Medio de Transporte	Medium used to move from one point to another: materials, products, resources. In this environment you can have vehicles, forklifts, etc.
	E-commerce	E-commerce consists of the distribution, sale, purchase, marketing and supply of information about products or services through the Internet.
	Sistema Dinámico	The model that is developed takes into account the interaction of the entire organization as a system and over a specific time.