Online store daily operations checklist

CHECKLIST TEMPLATE

Business _____ Location _____ Date _____

Daily

Each morning and before the courier pickup

TASK	TIME	INITIALS
Morning		
☐ Check new orders and any stuck in processing		
☐ Check payments and review orders flagged for fraud		
☐ Check low stock alerts and reorder		
☐ Answer customer messages from overnight		
☐ Place a test item in the cart and check the checkout works		
Through the day		
☐ Check ad spend and any running promotions		
☐ Reply to new reviews and social comments		
End of day		
☐ Check every paid order was packed and handed to the courier		
☐ Send tracking to customers		
☐ Note any problem to fix tomorrow		

Completed by _____ Checked by (manager) _____ Date _____ Notes _____