

Order fulfillment checklist

CHECKLIST TEMPLATE

Business _____ Location _____ Date _____

Daily fulfillment Every dispatch day, before the courier cut-off

TASK	TIME	INITIALS
Check the order queue		
☐ Review new orders since the last dispatch, and note any marked urgent or express		
☐ Hold orders flagged for fraud, a wrong address or an out-of-stock item, and tell customer service		
☐ Print packing slips for every order ready to ship		
Pick		
☐ Pick each order against its packing slip, checking product, variant and quantity		
☐ Check each item for damage, expiry dates and the right batch before it goes in the box		
☐ Set aside short or damaged picks and record them for stock and customer service		
Pack		
☐ Use the box or mailer size set for the order, with enough protective packing		
☐ Add the packing slip, inserts, samples and any gift note the order asks for		
☐ Seal and label each parcel, and check the label matches the packing slip Scan or tick each order as packed, so nothing ships twice or not at all.		
Dispatch		
☐ Book the courier collection or drop-off before the cut-off		
☐ Count parcels against the manifest and hand them over with a signed or scanned record		
☐ Mark orders as shipped, so customers get their tracking details		
Close out the day		
☐ Record any orders not shipped today and the reason, and pass them to customer service		
☐ Note low stock and packaging supplies to reorder		
☐ Tidy and reset the packing bench for the next shift		

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