

Pick, Pack and Dispatch Checklist

By Checklister

☐ Confirm the order

Work from the current authorized shipment.

☐ Verify the released order and shipping instructions

Confirm the authorized order and current release state before picking. Keep the destination in the approved order system. A stopped or changed order needs the responsible owner's decision before work continues.

☐ Record the released order version

☐ Record the dispatch site

☐ Record the carrier and service

Use the service authorized for this shipment. Keep routing/address detail in the approved order/shipping system.

☐ Record the promised dispatch time

Use the agreed dispatch cut-off/timezone when one applies; do not invent a delivery promise.

☐ Prepare the pick list and approved route

Use the current item/variant, quantity, unit of measure and source location. Follow the site's handling and stock-selection rules.

☐ Pick and reconcile

Keep order identity and held goods controlled.

☐ Pick the specified items and quantities

Verify SKU/variant and units at the recorded location. Follow applicable lot/rotation instructions; never pick held or unreleased stock.

☐ Inspect the picked goods

Inspect the required product condition and components under the site's handling rules. Identify damaged or unsuitable goods and keep this order separate from other orders.

☐ Reconcile picked lines to the released order

Compare every picked SKU or variant, quantity, unit and applicable lot with the current released order. Record a missing or mismatched line before packing.

☐ Resolve shortages and mismatches

Record missing, wrong or damaged items and obtain the authorized decision. Preserve the unshipped balance and any approved partial-shipment instruction.

☐ Pack and label

Verify contents before closing the parcel.

☐ Choose approved packaging and protection

Follow the item/carrier packaging instructions and handling restrictions. Escalate unsuitable packaging or specialist goods outside this workflow.

☐ Reconcile the packed contents

Before closing the parcel, compare the actual item and quantity with the authorized shipment. Record how contents are split across parcels and reconcile the parcel count.

☐ Check required packing documents

Match the required packing documents and permitted item information to this shipment. Keep customer details in the approved order and shipping systems.

☐ Verify each parcel label

Match parcel to order, destination and shipping service in the approved system. Remove conflicting old labels using the proper process and record tracking/reference without exposing unnecessary customer data.

The starter parcel checks below show one-parcel and multi-parcel verification. Rename to actual parcel IDs and duplicate as needed, or remove unused examples. A printed label is not carrier acceptance.

☐ Starter parcel check: verify parcel 1 [replace]

STARTER EXAMPLE: Rename to the actual parcel ID. Compare its contents record, order reference, carrier/service and tracking reference with the physical label in the approved shipping system. Record match/mismatch and checker; do not copy the customer's address here.

- ☐ **Starter parcel check: verify an additional parcel [replace]**
STARTER EXAMPLE: Use only for a split shipment. Rename to the actual additional parcel ID and duplicate for each further parcel; otherwise remove it. Verify its own contents, label, carrier/service and tracking reference, and confirm it is included once in the shipment count. Never copy parcel 1's result.
- ☐ **Complete the pack check**
Confirm parcels are closed/protected and required markings/documents are correct. Record the responsible checker and any accepted exception.
- ☐ **Record the parcel count ready for handoff**
Count the actual ready parcels in this released shipment scope. Held or unfinished parcels are not ready; record them separately.
- ☐ **Record the pack checker**
Name the person who completed the contents/label/package verification; current task assignment alone is not historical check evidence.
- ☐ **Dispatch and hand over**
Use evidence for the actual shipment state.
- ☐ **Stage parcels for the correct carrier/service**
Keep the dispatch batch identifiable and separate from unready or held parcels. Check the scheduled handoff arrangement.
- ☐ **Record actual carrier handoff**
After the real handoff, retain the carrier acceptance/collection or approved manifest evidence. Compare it with the ready shipment and investigate a missing parcel/count mismatch. Leave this evidence unfilled until handoff exists; keep the handoff work open if the carrier has not collected.
- ☐ **Record the actual handoff time**
Complete only after actual carrier handoff. Do not enter the label-printing time.
- ☐ **Record the carrier-accepted parcel count**
Use the actual handoff evidence. Reconcile with parcels ready; investigate any difference and preserve the unshipped scope.
- ☐ **Update the verified shipment state**
Record the fulfillment and tracking state supported by actual carrier evidence in the authorized system. Do not mark a label-only parcel as handed over.
- ☐ **Hand off unshipped quantities and exceptions**
Give every partial, damaged or unshipped balance an owner, next action and due date. Keep the remaining order scope visible while closing only this completed dispatch scope.