SOP Reference #: SOP-D005

Operation/Task:	Shipping			Equipment:	N/A	
Owner:	Distribution Manager	**Date Created:**	4/9/2015	**Department:**	Distribution	
		Revision History:	See last page			

ALERTS (see below):   Critical Step ♦   Quality Check ☑   Tip ☺   Team Safety ✚

Purpose: This document describes procedures to ship Fulfillment Orders, Ship to Customer and completed jobs from Print/Mail production shipments.

Step #	Alerts	Step Description - "What to Do"	"How to Do it"	"Why to Do it"
1	☑	Review Job Ticket (print/mail jobs) and/or Pick Ticket (fulfillment jobs) to prepare the product for shipping.	• Review Consignee Information • Review Quantity • Review Special Instructions (does customer have dock for delivery, etc.) • Review routing instructions • Review billing instruction • Review required service level (ground, next day, etc.)	Each shipment must be completed according to the client expectations.
2		If shipping method is not identified on the job ticket or pick ticket, contact Account Executive or Project Manager to determine appropriate mode of transportation.	**Options**: • UPS (If billed to ENPOINTE account, or if 3rd Party billed to Customers' UPS Account) • FedEx (If 3rd Party billed to Customers' FedEx account) • L.T.L. or T.L. • Air Freight • For international shipments, if not specified by the customer and/or job ticket, Duties and Tax are the responsibility of the consignee. • Residential vs. commercial delivery • Identify appropriate accessorial charges to obtain accurate freight cost. • Courier • ENPOINTE Truck • Spee-Dee • Will-Call/Will-Pickup	The shipping method should be driven by sales or customer service, so it needs to be in the ticket

3	☑	**For Print/Mail shipments:** a) Verify count on Load Tags to ensure it matches the shipment quantity b) Verify cartons are labeled according to job ticket, routing guide (if applicable) and/or ENPOINTE standards c) Verify all shipments are complete. Once all shipments are complete send to accounting for billing. **For Fulfillment shipments:** All sales orders are subject to the Quality Assurance Process stated in the Fulfillment SOP (D006).		
4		Create PACKING LIST in ERP system for Shipping	**If material is skid-packed, boxed or in gaylords:** • Ensure palletized cartons are properly labeled • Ensure cartons are stacked within the confines of the pallet • Use corner protectors and top protectors if appropriate • Stretch wrap and/or band the pallet as necessary • Affix Pallet Load Tags • Weigh the finished pallet • Prepare Bill of Lading or other delivery documentation as required, including export documentation for International shipments • Schedule pickup with carrier	
5	☑	Items received for Fulfillment Client Inventory:	**If material is in loose cartons for shipping via small parcel carrier.** **Courier / ENPOINTE Truck** • weigh cartons if necessary • Schedule pick-up with ENPOINTE Dispatch **UPS or FedEx, etc.** • Weigh the package at the manifesting station • Verify correct consignee information is input • Verify correct billing information is selected • Print the label and affix to carton • Stage carton on pallet or cart, keeping separate by carrier • UPS can be commingled on the same pallet • FedEx must be staged for pickup separately by Ground or Express • UPS and FedEx provide daily scheduled pick-up, so scheduling the pick-up is not necessary, except for Saturday/Holiday shipping requirements. • If UPS exceeds 6 pallets contact UPS Feeders • If FedEx exceeds 4 pallets contact 800GoFedEx	

Notes:

If a quality concern is found, follow Non-conforming Product SOP (NCP001).

Definitions:

Gaylords – large boxes generally the size of a 40 X 48 skid.

Revision History	Description of Changes	Requested by	Date
Rev 1	Revised SOP to new format	Rob Koosmann	4/9/15
Rev 2	Added Revision History table	Rob Koosmann	8/1/16
Rev 3	Revised titles in What To Do Step 2	Cristi Oakvik	2/5/20
Rev 4	Updated to current SOP format; changed GLS to ENPOINTE if present; changed font to Arial; grammar updates; manager reviewed for changes – none made.	Rob Koosmann	3/21

CI035   Rev. Date 4/20