









Operation/Task:	Fulfillment			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 SOP/work instruction documents procedures to pick, check and pack fulfillment orders to customers.

Step #	Alerts	Step Description - "What to Do"	"How to Do it"	"Why to Do it"
1		Obtain Pick Tickets	<p>Picking tickets are obtained from Distribution Services Customer Service personnel and/or directly from Pick Ticket tray in [CSR] office.</p> <p>Pick Tickets are prioritized by due date, order time and ship method.</p> <p>All orders placed before 2pm will ship the same day.</p>	
2		Fulfilling orders	<p>Organize orders by customer and pull multiple orders concurrently.</p> <p>Traverse the warehouse in the bin location sequence indicated on the pull report.</p> <p> Verify bin location is correct when picking.</p> <p> Verify they are selecting the correct item by validating the item number and item description.</p> <p> Verify they are selecting the item in the correct unit of measure as indicated on the pull report.</p> <p>Select the correct quantity and place material into their picking container.</p> <p>At the conclusion of the last pick, the [Material Handler] shall place their picked order in the Check-Pack area and pick their next order.</p> <p>In the event the [Material Handler] finds a bin location is empty or contains damaged material, the [Material Handler] shall alert the Inventory Coordinator, or Distribution CSR's.</p> <p>Only the Inventory Coordinator or Distribution CSRs shall make corrective adjustments to inventory or to the sales order to resolve the empty bin/damaged goods condition.</p>	These checks are in place to ensure our customers get what they ordered.

3	<input checked="" type="checkbox"/>	<p>Quality Assurance Process</p> <p>All sales orders will be inspected by a different staff member than who picked the order.</p>	<p>All orders will be verified for the correct item, unit of measure, and the correct quantity against the sales order/packing slip. Check appropriate box on pick ticket.</p> <p>DO NOT use the pull report to verify order.</p> <p>Check stock items on [POD] orders and palletize to transport to 6845 building.</p> <p>Enter static items being sent to 6845 building. on POD Sales Order Transfer Log.</p>	<p>These are for stock items in inventory that need to marry up with variable [POD's] in 6845 building.</p>
4		<p>The [Material Handler], assigned as packers in the order fulfillment process will:</p>	<p>Utilize cartons of appropriate size to minimize wasted space.</p> <p>Pack in a manner where heavier items are in the bottom of the carton or in separate cartons from fragile items if possible.</p> <p>Adequate [dunnage] shall be used to protect the contents of the box.</p> <p>Cartons will be sealed in a manner to ensure they arrive in tact.</p> <p>When required, cartons will be labeled to meet customer specifications.</p>	

Notes:

If a quality concern is found follow Non-conforming Product SOP (NCP001).
Cartons not to exceed 40 pounds

Definitions:

Dunnage – void fill, paper, bubble wrap, air pouches
Distribution CSR's – Distribution Customer Service Representatives
POD – Print on demand

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	Updated to current SOP format; changed GLS to ENPOINTE if present; changed font to Arial; manager reviewed for changes – none made.	Rob Koosmann	3/21

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Rev. Date 4/20