



The Ultimate Guide to eCommerce Picking and Packing



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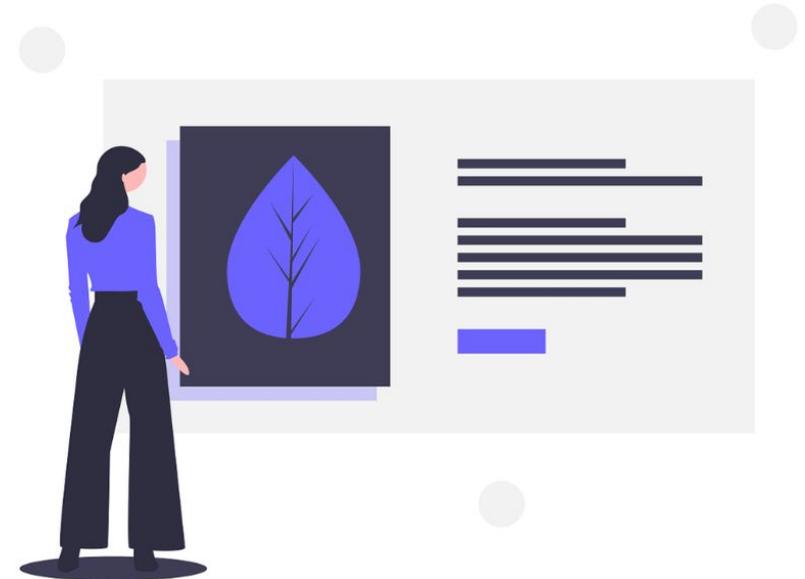
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What you'll learn in this guide...

Looking to step up your fulfilment? You've come to the right place. This is a crash course guide covering everything from manifests to packaging inserts. After this short read, you'll know:

- How to get your warehouse in better picking shape
- How to choose the best picking method
- How to reduce waste in your packing process including printing labels, packaging and packing materials
- The difference between picklists, pack slips and manifests and how to use them



Why you need to upgrade your pick/pack process

Definition: Picking

Picking is the process of pulling inventory from the warehouse to be included in the customer order.

Picking and packing inventory is a very basic process, but it's absolutely fundamental to a well-functioning business.

Having awesome products on a stunning website is one thing, but failing to get the pick and pack process right means you'll lose money and customers to slow deliveries.

Think we're being drama queens? Check out the latest stats on customer satisfaction:

- 66% of customers won't return to a business after a bad delivery experience
- 78% of customers will tell their friends about bad delivery experiences
- 49% of shoppers want a super fast shipping option
- 62% of customers are willing to pay *more* for faster shipping



56%

of shoppers will abandon carts
due to unexpected shipping
costs



93%

of consumers say delivery
options are important to their
shopping experience



49%

of shoppers want the option of
faster shipping

But we hear you.

You love what you do, your products, your brand and your customers. You didn't start this journey to become a master picker/packer.

Picking and packing is one of the easiest ways to win back time in your day while simultaneously delighting your customers.

So ask yourself this: could you get a little better at picking and packing?

If so, this guide will you give you easy picking and packing tips and tools to help you spend less time doing what you don't like, and more time doing what you love.

Step 1: Getting your warehouse in tip top shape

So you want to get your warehouse or small business in amazing shape so you can spend less time picking and packing. But first, we need to make sure your warehouse is set up to accommodate your new picking and packing tactics.

Let's take a look at 3 easy ways to make sure your warehouse is ready for optimum picking and packing:

Pick for delivery times, not sales channel

If you pick orders for eBay, your online store and your physical outlet separately, then you're creating a lot of extra work. When picking orders, you should focus on delivery time over the sales channel. This will make it possible for you to bundle all priority orders in one go, and will give you more time to pick standard delivery orders later on in the day.

Keep accurate inventory counts

No pick and pack process can flow seamlessly without an accurate inventory system. If you're using spreadsheets to track inventory, it can be really easy to forget to update counts when you're in the middle of frantically picking orders.

Program your WMS for easy picking

If you've got a program that can manage accurate inventory counts, then it should also be able to generate item locations by picking orders for you too. This makes it really easy for pickers to find the items they need without wasting time searching, and it also eliminates the need for pickers to figure out the optimum picking route on their own.

Step 2: Choose your picking style

Picking is a warehouse process that has a massive impact on the productivity of your whole supply chain. Playing such a critical role in your business, it has the power to either disappoint or delight your customers.

Ever gone to pick a product for a customer order only to see it's not there? This can happen if your warehouse isn't arranged correctly as mentioned in the previous section, but the dreaded missing item scenario can happen from plain old human error.

If this happens to you often, you may not have the right picking process. Here are the most common picking flows:

Order picking

If you don't have a lot of orders to pick at once, order picking is the process of pulling inventory to fulfil one customer order at a time. This is great for priority orders that need to be shipped as soon as possible, but isn't effective if you have a lot of SKUs and orders...

Did you know?

60%

of the average picker's time is spent walking around picking items.





Zone picking

This method is used for larger, more complex distribution centres where you have enough feet on the ground to pick from different sections at once. Your distribution centre will be divided into different sections, and you'll have a dedicated picker for each section. This means items for multiple orders are picked at the same time and collated during the packing phase. This is a very time-effective picking method, however, there's also a greater risk of packing the incorrect items.

Pick path

For large distribution centres and warehouses, the pick path is one of the most critical aspects to picking and packing. The pick path, item location, item and quantity will all be accessible on the picklist generated before each picking session.

Batch picking

Multi-order picking combines product demand into batches to save travel time. To get an idea of how much more effective batch picking is per hour, you can pick 60-70 lines when single-order picking [compared to 200 lines an hour or more](#) when you pick in batches.

Pick to box

Many small business owners will pick and pack directly to the shipping box. This process can be a bit slower than other methods, but it does drastically reduce packing errors.



Essential picking tools: Picklists

When it's busy, and you're treading water, picklists are your lifeline. Picklists are documents that pool together similar items so you spend less time travelling, and more time selling.

Picklists can group orders in a way that best suits your picking flow, including:

- By order - Line items, recipient name and order number all present.
- By SKU (stock keeping unit) - Only the total number of each SKU will show.
- By location - SKUs will be arranged by location in the warehouse
- By SKU and order - Details for each individual order and SKUs
- By location, SKU and order - Details for each individual order and SKUs will be grouped by their location

Did you know?

70%

of the time taken to process customer orders is spent picking products?



PICKING LIST 19/06/2019 - 11:56:49 AM

QTY	PRODUCT CODE	DESCRIPTION	LOCATION
5	EWPE123123	Super awesome blue tshirt	B22
26	KJQW123124	Super awesome red tshirt	C123
5	KLJASD12391	Super awesome white tshirt	B22
6	OIAWD12124	Super awesome blue tshirt	C19
5	KSD8112333	Super awesome green tshirt	B225
10	LKJS1231238	Super awesome violet tshirt	C1
15	KAJSDS82312	Super awesome pink tshirt	B232
16	DNSADSA822	Super awesome gray tshirt	A123



Essentials of a picklist

What you'll want from any picklist is to see how much time it can save you compared to if you picked orders based off your own memory of where things are.

Humans aren't perfect and sometimes we make mistakes. Picklists should help you reduce picking errors by providing a physical record of everything that's needed rather than committing everything to memory.

Picklists are generally configurable to your own picking needs, so here are a few additions you can add to yours:

- Product SKUs
- Warehouse location - aisle and item numbers
- Variations - colour, size, material
- Product images
- Order quantity

Step 3: Reducing waste in your packing process

So, you've picked all your orders and they're ready to be packed and shipped. How do we get all these disparate items in neatly packed and clearly labeled boxes? Let's find out how.

It all starts with a clear, easy to scan label

Labels can be a big pain point for new business owners. Different couriers have different label sizes, and printing them on different printers can be very costly. To avoid these costs, some retailers resort to printing A4 label and trimming them. But this poses two problems:

- 1) Some couriers cannot scan regular A4 paper
- 2) If the label is not printed correctly (ie there are patches) the courier will not accept the delivery

Shippit can help your streamline labels through one printer so you don't need to waste time cutting A4 labels or waste money using multiple printers.

Once you've got the right label, in the right size, your courier is booked and you'll need to pack your items:

shippit

S-SYD

Courier: Couriers Please

Connote: KLDUJEH0283711, Order: 33 6776438/9

To: **Charbel Bourizk**

4 Privet Drive

Little Whinging

NSW

2083

Items 1

Weight 1.16 KG

Cube 0.012 M3

Contact: **Charbel Bourizk**

Phone: **0451177596**

Instructions: **Authority to Leave. Please leave parcel on the veranda if nobody answers...**

From: GlamCorner

Date: 14/05/2018

Unit 18HH, 42 Wallaby Way

Sydney

NSW

2000



CPBKGMZ0104866001

ITEM 1 of 1

Powered by Shippit™ Learn more at shippit.com

Once you've got the right label, in the right size, your courier is booked and you'll need to pack your items:

Are you using the right packing materials?

Using the right packaging for your products reduces environmental waste and shipping costs. There are a range of packaging types to choose from. See which one is right for you:

Boxes, satchels... Or both?

Shipping satchels are awesome. They're lightweight, cheap and really easy to ship non-fragile items.

If you use satchels, you basically just insert the items, seal the bag and pop on the label. Satchels are great for fashion items, and can also be reused for returns.

Satchels are amazing and make our lives easier, but the most common packaging for eCommerce is corrugated boxes with filler.

Boxes protect the items, and are great for things like health and beauty products, electrical items, sports equipment and anything else with a box around it.

The main consideration when using boxes to ship your items is the size of the box for each shipment.



Biodegradable packaging

Millions of online orders are placed everyday, causing deep concerns about the amount of waste produced in the shipping process. The good news is that a multitude of eco-friendly packaging solutions have come to the market, and many retailers and consumers are opting for biodegradable and compostable shipping materials. Shippit has teamed up with noissue to bring you sustainable shipping options. Get your eco-friendly satchels [here](#).

Custom packaging

If you're looking to stand out, custom packaging is the way to go. Custom packaging adds major value to the customer and improves the unboxing experience. Have a bit of fun with your brand and ship your products in custom branded boxes.

Packing materials

Once you've got beautifully designed custom boxes or your biodegradable satchels, you'll need to make sure your products are secured for the shipping process. Below are a few things you might need:

- Tissue inserts - [noissue](#)
- Airfill / bubble wrap - [Sealed Air](#)
- Packing tape - [Officeworks](#)
- Invoice enclosed shipping labels - [QIS Packaging](#)
- Shipping cartons, satchels and labels - [Shippit Supply Store](#)

PPKGHTDNJKL7C



Order Date 4/06/2019

Invoice to:
Katniss Everdeen
123 Panem Road,
Vill Hills, NSW, 2163

Invoice from:
Shippit Store
4-6 Bligh Street,
Sydney, NSW, 2000



QTY	PRODUCT CODE	DESCRIPTION	LOCATION	PRICE
1	HKS0012AUW	WHITE-LEATHER-FLATS US8	A-12	\$129.99
1	HK091240303	ONE-WHITE-SOCKS	C-06	\$10.99
1	HKS0012AUB	BEIGE-LEATHER-FLATS US8	A-13	\$129.99
				GST (AUD) \$27.10
				Total (AUD) \$270.97

PPKGHTDNJKL7C



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1	HKS0012AUB	BEIGE-LEATHER-FLATS US8	A-13	\$129.99
				GST (AUD) \$27.10
				Total (AUD) \$270.97

DELIVER TO:
Edulis Moshills
87 Willis Street,
Vill Hills, NSW, 2163
PHONE: 0412234569

DELIVERY INSTRUCTIONS:
Please call the contact number prior to delivery of the items.
Do not leave parcel at front door.

FROM:
Bow Tie Store
25 Wonderland Drive
Eastern Creek, NSW 2766

ITEM: 1 of 1 WEIGHT: 1.35kg CUBE: 0.004 M3

Courier: Couriers Please
Comnote: CPAVUZUZ9815130
Order: 256287626
Date: 14/06/2017

shippit **S-SYD**

CPAVUZUZ981513001

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Essential packing tools: Pack Slips

Pack slips make it super easy for customers to check that their order isn't missing any items while also making it really easy for packers to ensure they have the correct items in the box.

Customers always scan their packing slip to make sure all the items they ordered are there. This provides a great opportunity to reinforce your brand image in your customer's eyes by showing them gratitude or creating a quirky or funny style for the slip.

Essentials of a pack slip

Packing slips aren't 100% required if you use shipping labels or invoices in their place, but they are helpful for packing orders. If you use a packing slip internally and for your customers, be sure to include:

- Order date
- Name of customer
- Customer address
- Itemised list of order
- Quantity of items
- Weight of items
- Company name
- Company contact information
- Packing slip/order number

Essential packing tools:

Manifest

Once you've picked all the items for the day and packed them in the right boxes, it's now time to ship them. This is where manifests come in.

In broad terms, the manifest groups together different sales that are ready for delivery to make it easy for the courier to track consignments and invoice retailers.

Shippit will automatically generate a manifest for every order depending on the delivery destination, speed and which courier service you choose. Manifests are then automatically shared with the courier so you won't have to worry about manually booking couriers and manifesting orders on your own.

Find out more about manifests [here](#).



Manifest Summary Report

Australia Post manifest Summary for Australia Post Parcels 111JD

Customer's Address: 44a Carr streets, Coogee, NSW, 2034
Manifest Created Date: Tuesday, 11 Jun 2019
Manifest Number: TB00088304
Merchant ID
Merchant Location ID: 111JD
Australian Post Account Number: 1013455574
Lodgement Facility

Charge Zone	Charge Code Description	Total Consignments	Total articles	Total Actual Weight (kg)	Total Cubic Weight (kg)	Total Chargable Weight (kg)
N0	SYDNEY METRO	1	1	5.0	4.99	5.0
TOTALS		1	1	5.0	4.99	5.0

We, the senders, certify carriage. We acknowledge that all the articles indicated as not containing dangerous goods may be carried by air and declare that they do not contain any dangerous goods or prohibited goods eg. Explosives, Flammable, Corrosives, Aerosols ect. All of the articles indicating as containing Dangerous Goods are clearly labelled with 'BY ROAD ONLY' and have been packaged according to the 'Acceptance of Consumer Quantities of Dangerous Goods' guidelines published by Australia Post.

Sender's Signature: _____

Essentials of a manifest

If you use a shipping automation platform like Shippit, manifests are automatically created based on each consignment for the same courier.

- Consignment number
- Order number
- Destination
- Product details
- Package sizes
- Label

Recap

Picking and packing isn't rocket science. It should make your life easier, not harder and has the potential to save you hours every day. Just remember:

Picking is easier and faster when you have the right picking flow coupled with an accurate picklist

Packing can be faster and cheaper if you use the right packing materials coupled with pack slips and manifests.

There are also a range of fulfilment tools on offer that help you achieve picking and packing success:

- **Picklists**

Save 70% of the time you spend picking orders

- **Pack slips**

Make it easy for your packers and customers to ensure the order is correct

- **Sales order manifests**

Make it easy for couriers to track and invoice you for deliveries

Now it's time to apply these picking and packing tips to find more success in your business.



Feel like you need a little help picking and packing?

Our team of solution experts can offer you a free picking and packing audit to help you save time and reduce fulfilment errors.

GET IN TOUCH

