

## Checklist/tips for fast shipping

Stock Management	
<input type="checkbox"/>	<p><b>For custom items, seller can set use "pre-order" settings in listing and set longer DTS</b></p>
<input type="checkbox"/>	<p><b>Track daily how much additional inventory is needed for an item, use the formula:</b>            Additional inventory to import = (1) Average daily orders of the item * (2) Desired number of days of shop inventory - (3) Available inventory</p> <div style="text-align: center;"> </div> <p>Take note of the SLA to inbound this item in order to have enough time to fulfill stock and proper frequency to check inventory</p>

<input type="checkbox"/>	<p><b>Estimate demand</b> of an item weekly based on:</p> <ol style="list-style-type: none"> <li>1. History of item's orders</li> <li>2. Market trends</li> <li>3. Platform trends e.g. Campaign period will require more inventory</li> <li>4. Seasonal trends e.g. sunny season will have more demand for sunscreen</li> </ol>
<input type="checkbox"/>	<p><b>Remove all listings without stock daily</b> to avoid cancellations or delays:</p> <ol style="list-style-type: none"> <li>1. Stocks that are not stored in the warehouse</li> <li>2. Stocks that are currently in transit from the supplier</li> <li>3. Stocks that are held in customs</li> </ol>
<input type="checkbox"/>	<p>If sellers sell in multiple platforms, sellers <b>could consider using ISVs</b> for ease of shop management</p>
<p><b>Warehouse Management</b></p>	
<input type="checkbox"/>	<p>Tips for managing <b>best-selling SKUs</b></p> <ol style="list-style-type: none"> <li>1. <b>Place them closest to the packing stations</b> at body/torso height to facilitate easy access</li> <li>2. <b>Pre-pack single item order for high demand SKUs.</b> When orders are created packers just need to paste the Air Waybill (AWB) on the box.</li> </ol>
<input type="checkbox"/>	<p>General tips for warehouse management:</p> <ol style="list-style-type: none"> <li>1. Put heavier products in lower shelf and closer to delivery area so it's easier to pack</li> <li>2. SKUs with shorter shelf-life are located nearer than those with longer shelf-life</li> <li>3. Separate gifts so they don't mix with the sale items; or not missed when packing</li> <li>4. Group products that currently on promotion on special shelves</li> <li>5. Arrange products of the same size &amp; color on the same shelf</li> </ol>
<p><b>Arrange Shipment</b></p>	
<input type="checkbox"/>	<p>Utilise <b>Mass Ship</b> instead of arranging orders for pick up individually for faster packing.</p>
<input type="checkbox"/>	<p><b>Book and fulfill orders in batches</b> to avoid mixing old and new orders that will result in failed handovers</p> <p>E.g.</p> <ul style="list-style-type: none"> <li>• Arrange shipment at 9am: to fulfill orders created at 4pm - 9am</li> <li>• Arrange shipment at 1pm: to fulfill orders created at 9am - 1pm</li> </ul>

	<ul style="list-style-type: none"> <li>• Arrange shipment at 4pm: to fulfill orders created at 1pm - 4pm</li> </ul>
<input type="checkbox"/>	Arrange shipment for orders <b>4-5 hours before closing time</b> to ensure that parcels are picked up within the cut-off
<input type="checkbox"/>	<b>Regularly check and respond to cancellation requests</b> from buyers to exclude them from order preparation
<b>Pick and Pack Process</b>	
<input type="checkbox"/>	<b>Sort orders in Seller Center</b> by order confirmation time and <b>prepare them FIFO</b> so that no orders are missed out
<input type="checkbox"/>	<p>Recommended <b>strategy to prioritise:</b></p> <p><b>1) By deadline to ship out</b>  P1 Past deadline, Instant/Sameday  P2 within 24 hours/COT  P3 more than 24 hours</p> <p><b>2) By # of items</b>  Prepare <b>single-item orders</b> first. Use sort filters to properly identify orders with single items. Dedicate a team to focus on packing single-item orders</p>
<input type="checkbox"/>	Divide packaging area by product type e.g. fragile vs non-fragile, cargo vs non-cargo
<input type="checkbox"/>	Ensure <b>all packaging materials are put together in one area</b> , with at least enough packaging materials for 1 round of orders packaging
<input type="checkbox"/>	Once packaged, it's recommended to split further by Instant/Same-day orders and 3PL (e.g. SPX, Nhanh) to avoid confusion

Pickup		Dropoff	
<input type="checkbox"/>	Keep <b>pick-up address and contact information updated</b> , so that couriers have the right address	<input type="checkbox"/>	<b>Know the operating hours and location</b> of your nearest Drop-off location
<input type="checkbox"/>	<b>Dedicate a Person-in-Charge</b> to oversee operations and to ensure seamless communication with couriers	<input type="checkbox"/>	<b>Send your parcels to the nearest Drop-off location</b> if you missed pick-up or the pick-up is late/failed
<input type="checkbox"/>	If 3PL did not come, keep a record of their request to re-schedule pickup/ failure to pickup	<input type="checkbox"/>	<b>Ensure that the drop-off points scans parcels on the spot</b> to acknowledge receipt
<input type="checkbox"/>	<b>Ensure that the driver scans parcels on the spot</b> to acknowledge receipt		

Operating Hours	
<input type="checkbox"/>	Ensure to <b>keep your warehouse open until 7pm daily</b> (courier pick-up cut-off time)
<input type="checkbox"/>	Consider working on weekends to clear backlog of orders and ensure that buyers get their orders earlier
<input type="checkbox"/>	[For markets with full whitelisted Operating Hours feature] Ensure Operating Hours in Seller Center is updated correctly to avoid 3PL coming outside of working hours
<input type="checkbox"/>	Don't forget to set Holiday Mode when shop is not operational on an extended period
<input type="checkbox"/>	Consider OT during campaign periods to clear higher demand of orders or hiring part-time workers
Manpower	
<input type="checkbox"/>	Do <b>demand projection to cater for adequate manpower</b> , especially during peak campaign periods, pay-day/mid-month spikes <ul style="list-style-type: none"> <li>• Estimate inbound-outbound capacity daily so that to plan headcount accordingly</li> <li>• Optimize process so that can maximize capacity</li> </ul>

<input type="checkbox"/>	Ensure that <b>workers are cross-trained and are able to support other functions</b> when required. E.g. On the last pickup round or last cutoff time, sellers may pause the other operation to manage pick & pack orders from 4pm to handover within the same day.
<input type="checkbox"/>	Consider setting up incentive system for pickers/packers to incentivize faster ship out
<input type="checkbox"/>	Ensure that staff are given the right workload to avoid attrition
<b>Monitor performance</b>	
<input type="checkbox"/>	<p><b>Check handover performance</b> regularly on Shopee platform</p> <ul style="list-style-type: none"> <li>• [To tailor to market-specific metrics] Monitor weekly LSR performance in Account health (max LSR is at 10% to prevent seller being penalised)</li> <li>• Sellers should appeal in Seller Centre within 14 days if penalised due to 3PL's fault</li> </ul>
<b>Others</b>	
<input type="checkbox"/>	Follow <b>Unified Packaging Guidelines</b> so that parcels are not rejected when handed over
<input type="checkbox"/>	Ensure <b>Airway Bill print quality and orientation</b> so that parcels can be scanned successfully