

# SOP Template: Order Picking, Packaging, and Labeling Instructions

This SOP provides detailed **order picking, packaging, and labeling instructions** to ensure accurate and efficient processing of customer orders. It covers the systematic selection of products from inventory, proper packing techniques to maintain product integrity during transit, and the correct application of labels to comply with shipping and regulatory requirements. Adhering to these guidelines helps minimize errors, reduce damage, and enhance customer satisfaction.

## 1. Purpose

To define standardized procedures for accurate order picking, secure packaging, and correct labeling to ensure efficient and error-free shipment of customer orders.

## 2. Scope

Applicable to all personnel involved in warehouse, fulfillment, and shipping operations.

## 3. Responsibilities

- **Warehouse Staff:** Follow all steps as outlined for picking, packing, and labeling.
- **Supervisors:** Ensure staff adherence to procedures, provide training, and monitor compliance.
- **Quality Assurance:** Audit orders for accuracy and packaging standards.

## 4. Order Picking Instructions

1. Review daily pick list/order sheet from the order management system.
2. Verify **SKU**, **quantity**, and **location** of each item.
3. Wear appropriate PPE as required.
4. Use barcode scanner (if available) to confirm item selection.
5. Physically pick items from inventory shelves or bins following **First-In-First-Out (FIFO)** or relevant inventory method.
6. Inspect items for damage, defects, or expiration (if applicable).
7. Place selected items into designated picking container or tote.
8. Mark each order as "picked" in the order management system.

**Note:** Separate multiple orders to prevent mix-ups.

## 5. Packaging Instructions

1. Verify items and quantities against packing slip or order sheet.
2. Select suitable packaging materials (e.g., cartons, padded envelopes, bubble wrap).
3. Place protective materials around fragile or sensitive items.
4. Arrange items neatly to minimize movement and avoid damage.
5. Seal package securely with packing tape.
6. Include packing slip inside the package (if required).
7. Mark special handling instructions on the package if necessary.

**Tip:** Double-check high-value or delicate items for correct packing technique.

## 6. Labeling Instructions

1. Print shipping label with customer's correct address.
2. Affix label flatly to the largest side of the package; ensure barcodes and text are clear and unobstructed.
3. Apply any additional required labels (e.g., "Fragile", "This Side Up", or regulatory/compliance stickers).
4. Verify all information is accurate and readable.
5. Scan package (if system requires) to update order status to "packed" or "ready to ship".

**Reminder:** Remove or cover any previous shipping labels from recycled boxes.

## 7. Documentation and Record-Keeping

- Retain order pick lists and packing slips for **minimum 30 days** or as required by company policy.
- Document exceptions such as inventory shortages, damages, or mispicks in the incident log.

## 8. Quality Control Checklist

Step	Checked	Initials
Items picked match order sheet		
Items inspected for damage/expiration		
Packing materials appropriate and secure		
Shipping and required labels applied		
Order info updated in system		

## 9. Revision History

Version	Date	Description	Author/Reviewer
1.0	2024-06-15	Initial SOP template release	Warehouse Manager