

Pack Station Setup Guide

Physical station layout, scan-verify workflow, and common error scenarios. The pack station is your last line of defense against misships.

Station Layout

- Scanner on the left (or dominant hand side), screen at eye level, label printer on the right.
- Packing materials within arm's reach: boxes, poly mailers, void fill, tape.
- Dedicated area for completed/labeled packages awaiting carrier pickup.
- Scale integrated with Logentic for automatic weight capture.

Scan-Verify Workflow

1. Scan the pick container or order barcode to load the order on screen.
2. Scan each item as you place it in the shipping box. Screen confirms match.
3. If an item doesn't match: STOP. Do not force it. Flag for investigation.
4. Once all items are scanned and verified, select box size and print shipping label.
5. Apply label, place on outbound staging area sorted by carrier.

Common Errors & Resolutions

- "Item not on order" — Wrong item picked. Return to bin, pick correct item.
- "Quantity mismatch" — Recount items. Check if item stuck in container.
- "Order already packed" — Duplicate scan. Check if order was split across containers.
- "SKU not recognized" — Item may lack barcode. Verify against product catalog.

PRO TIP

The 2-second scan adds roughly 10 seconds per order. It eliminates an average of 3-5% misship rate. For a brand shipping 200 orders/day, that's 6-10 fewer customer complaints, refunds, and reshipping costs — every single day.