

# Order Packing Weight Discrepancy Flagging Procedure

## 1.0 Objective & Scope

The objective of this procedure is to ensure that every outbound order is packed with the correct items and quantities by comparing the actual packed weight against the expected weight calculated in the WMS. This prevents incorrect shipments, reduces return costs, and maintains a 99% shipping accuracy rate. This SOP applies to all Packing Station Operators, Lead Packers, and Quality Assurance personnel.

## 2.0 Required Systems, Tools & Materials

- SupplyGrid WMS Dashboard (Packing Module)
- Calibrated floor scale or bench scale (capacity 50kg, readability 0.01kg)
- Barcode scanner (Zebra or equivalent)
- Thermal label printer
- Packing slip / pick list
- Red 'Quarantine' tags
- Clipboard and pen for manual logs

## 3.0 Safety & Handling Precautions

- Wear steel-toed safety boots and high-visibility vest at all times in the packing area.
- Ensure the scale is placed on a stable, level surface to prevent tipping.
- Use proper lifting technique (bend knees, keep back straight) when handling boxes over 15kg.
- Keep packing area clear of clutter to avoid trip hazards.

## 4.0 Step-by-Step Procedure

1. Log into the SupplyGrid WMS and navigate to the Packing Module. Select the open order to be packed.
2. Scan the order barcode or enter the order number manually to load the pick list.
3. Verify that all items on the pick list have been picked and are present at the packing station. Scan each item barcode as you place it into the shipping box.
4. After all items are scanned and placed in the box, close and seal the box securely with packing tape.
5. Place the sealed box onto the calibrated scale. Ensure the box is centered and not touching any surrounding surfaces.
6. On the WMS packing screen, click the 'Weigh' button. The system will automatically capture the weight from the scale if integrated, or manually enter the displayed weight.
7. The WMS will compare the actual weight against the expected weight (calculated from item master data plus packaging tare). If the difference is within the tolerance threshold (e.g.,  $\pm 2\%$  or  $\pm 0.5\text{kg}$ ), proceed to step 10.

8. If the weight discrepancy exceeds the tolerance, the WMS will display a red alert. Do not proceed with shipping. Immediately flag the order by clicking the 'Flag Discrepancy' button in the system.
9. Attach a red 'Quarantine' tag to the box and move it to the designated 'Weight Check Hold' area. Write the order number, date, and discrepancy details on the tag.
10. If the weight is within tolerance, print the shipping label and packing slip. Affix the label to the box and place the packing slip inside the box or in the clear pouch on the outside.
11. Move the packed order to the outbound staging area for carrier pickup.
12. Record the final weight and any discrepancy flags in the daily packing log (paper or digital) for audit trail purposes.

## 5.0 Verification & Discrepancy Reporting

1. For any flagged order, the Lead Packer or Quality Assurance personnel must physically open the box and recount all items against the pick list within 30 minutes of the flag.
2. If a missing or extra item is found, correct the pick list and repack the box. Re-weigh the box and confirm the new weight is within tolerance before releasing.
3. If the discrepancy cannot be resolved (e.g., item not found, wrong item picked), escalate to the Inventory Manager immediately via the WMS escalation ticket system.
4. Document all discrepancies in the 'Weight Discrepancy Log' spreadsheet, including order number, SKU, expected vs actual weight, root cause, and resolution.
5. If the scale is found to be uncalibrated (e.g., consistently showing drift), tag it with an 'Out of Service' tag and notify the Maintenance Supervisor for recalibration.

**Regulatory Disclaimer:** This document is a generic operational template provided for educational purposes. The end-user assumes all liability for reviewing, adapting, and validating all step sequences and material handling protocols against local shop capabilities.