

STANDARD OPERATING PROCEDURE

Shipping & Package Fulfillment

Version 1.0 | Retail Operations

PURPOSE

This SOP covers everything you need to process, quote, and hand off customer shipments correctly. Follow it every time someone wants to ship — no guessing, no winging it. We ship just about anything to just about anywhere.



Proactive Selling Tip

When a customer says "I don't think this will fit in my luggage" — step in. Offer shipping. Also worth mentioning: if they're shipping out of state, they save Wyoming's 7% sales tax. That's a real benefit worth highlighting.

SHIPPING RATE GUIDE

Use the table below to quote all standard shipments. When in doubt: round up. Shipping costs have increased — we need costs covered.

What You're Shipping	West Coast	East Coast
Very light — under 1 lb (jewelry, prints in tube, onesies, dish towels)	\$5.95	\$6.95
Light — under 2 lbs (journal, coasters, candle)	\$12.95	\$14.95
Medium — under 3 lbs (pillow, 2–4 glasses, 2–4 candles)	\$24.50	\$30.00
Heavier — under 4 lbs (4–8 glasses, large box needed)	\$30.00	\$35.00
Large / heavy — 5 lbs+ (many items, very fragile)	12% of total	17% of total

HOW TO PROCESS A SHIPMENT

Step-by-Step at the Register

1. **Ring up shipping items first**, before anything the customer is taking with them.
2. **Remove the tax:** Click the blue TAX button → delete it. No tax on out-of-state shipments.
3. **Ring up take-home items after** (normal tax applies to those).
4. **Enter the shipping fee:** Type #598 or search SHIPPING in the POS. Update the price to the correct amount.

5. **Hand the customer the shipping order form** while you finish the transaction — they fill it out while you ring them up.
6. **Read their address back to them out loud.** Correct any errors in a different ink color.
7. Collect: full name, complete address, phone number, and email for tracking.
8. **Write what's being shipped in the Notes field.** This is required — never leave it blank.
9. **Date the form.** Always. Every time.
10. **Leave the bag with the order form behind the desk.** shipping manager picks up in-store shipments.



What Happens Next

shipping manager packs the boxes, prints labels, and delivers to the shipping carrier. Tracking is automatic through ShipStation — the customer will receive tracking info via email.

Special Items

- **Prints:** Roll into a tube immediately so they don't get damaged before shipping manager picks up.
- **Foreign / international shipping:** Ask for help — it's complicated and expensive. Do not quote on your own.
- **If you can't figure out the cost right now:** Charge for the item, get their contact info, and let them know you'll call with the shipping amount. Last resort only.

SHIPPING TIMELINE

Tell every customer: seven to ten business days.

This accounts for:

- The day of purchase
- shipping manager's Monday–Friday schedule
- Post office processing
- Transit time

You can also say: "We'll have this shipping in the next couple of days" or "Hopefully we can ship this out tomorrow."



Under-Promise, Over-Deliver

Most orders arrive faster than 7–10 business days. That's intentional. We'd rather surprise them with an early delivery than disappoint them with a late one.

EXPEDITED SHIPPING REQUESTS



Never quote expedited costs on the spot.

Always follow the sequence below — no exceptions.

Step	What to Do
1	Say: "Let me check with shipping manager and get you a shipping cost."
2	Take their contact information (name, phone or email).
3	Reach out to shipping manager via Slack or phone: include customer name, item description, destination, and desired timeline. If shipping manager is unavailable, escalate to John.
4	shipping manager confirms the cost. Share it with the customer.
5	Process the order only if the customer agrees to the expedited rate. Never guess on cost.

IF THE SHIPPING MANAGER IS UNAVAILABLE

If shipping manager is out of town or otherwise unavailable, there is no backup system. Flag this immediately to John or Sara — do not attempt to ship on your own.

IF YOU GET STUCK

Situation	What to Do
Shipping fee questions	Check the rate guide table at your register (or the quick reference card).
Customer handwriting is illegible	Ask them to say the address verbally — rewrite it yourself.
Expedited shipping request	Follow the expedited sequence above — never guess on cost.
shipping manager hasn't picked up the bag	Reach out to John or Sara via Slack or phone immediately.
International / foreign shipment	Ask for help — do not quote or attempt on your own.
Can't determine shipping cost	Charge for items, get contact info, and call them with the amount. Last resort only.