

Ready to Ship.

The e-commerce seller's parcel preparation checklist

Pack, measure, book and hand over every parcel correctly to help prevent damage, delays and unexpected additional charges.

THE READY-TO-SHIP RULE

The courier should collect a parcel that is already packed, sealed, paid for and labelled. Do not rely on the driver or branch to package an unpacked item at collection.

01
CHECK

02
PACK

03
MEASURE

04
CAPTURE

05
LABEL

06
HAND OVER

01

CHECK BEFORE YOU SEND

A correctly packed parcel can still be delayed if the contents, address, service or contact details are wrong.

CAN THE ITEM TRAVEL?

- ☐ Describe the contents honestly and accurately.
- ☐ Check prohibited and restricted goods before packing.
- ☐ Confirm parcel size and weight limits for the selected service.
- ☐ If unsure, obtain written guidance before booking.

DETAILS & ACCESS REQUIREMENTS

- ☐ Full physical street address, suburb and postal code.
- ☐ Building, complex, unit, floor and access instructions.
- ☐ Valid sender and recipient mobile numbers.
- ☐ Recipient availability and the required delivery speed.
- ☐ Embassy: obtain and submit the required letter of authorisation to CourierIT before collection or delivery.
- ☐ Sheriff: obtain and submit the relevant case number to CourierIT before collection or delivery.

SPECIAL-LOCATION REQUIREMENTS MUST BE SUPPLIED BEFORE THE ATTEMPT.

Missing information may cause delays and additional charges for further collection or delivery attempts.

IMPORTANT: RESTRICTED OR PROHIBITED GOODS

Liquids, chemicals, paints, batteries, electronic goods, cosmetics, perishables, alcohol, plants, valuables and other high-risk goods may be prohibited or require prior written approval. Packaging does not make a prohibited item acceptable. If you are unsure, confirm before booking.

DECIDE ON INSURANCE BEFORE YOU BOOK

Limited liability is not comprehensive insurance. For Cash & Prepaid shipments, it excludes loss or damage arising from theft, robbery, hijacking, accidents and third-party actions. If eligible cover is required, add insurance during booking, declare the value accurately, review the applicable exclusions and excesses, and retain proof of value and photographs.

02

PACK IT TO TRAVEL

Your parcel will move through vehicles, hubs and sorting processes. Good packaging protects the contents during normal courier handling.

OUTER PACKAGING

- ☐ Use a strong corrugated box suited to the product's weight and shape.
- ☐ Use a tamper-evident courier flyer only for soft, non-fragile items.
- ☐ Do not use damaged, damp or weakened boxes.
- ☐ Remove or completely cover old labels and barcodes.
- ☐ Use the smallest box that still provides proper protection.

INTERNAL PROTECTION & SEALING

- ☐ Wrap products individually and protect edges and corners.
- ☐ Fill empty spaces so nothing can move when the box is shaken gently.
- ☐ Keep products from touching each other or the outer box.
- ☐ Seal every opening with strong packaging tape; use an H-pattern.
- ☐ A 'Fragile' sticker never replaces adequate packaging.

SPECIAL CARE

Do not strap or tie separate parcels together. If an approved liquid is being sent, use a securely closed container, leak-resistant inner packaging, absorbent material and a strong outer carton. Particularly fragile items may need double boxing.

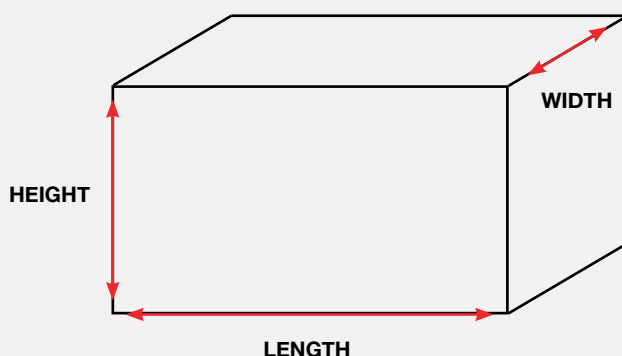
03

MEASURE AND WEIGH THE FINAL PARCEL

Measure and weigh only after the parcel has been completely packed and sealed. Do not use the product dimensions or product-only weight.

MEASURE THE FINAL SEALED PARCEL

Use the utmost points and include bulges and handles.



ACTUAL WEIGHT

8kg

What the fully packed parcel weighs on a scale.

VOLUMETRIC WEIGHT

50cm x 40cm x 30cm
divided by example factor 5,000

= 12kg

CHARGEABLE

Higher of the two = **12kg**

MEASURE

Use the longest, widest and highest outer points. Include bulges, handles and protective wrapping.

ROUND UP

Record dimensions in centimetres. Do not round down: 40.5 cm should be entered as 41 cm.

WEIGH

Support the full parcel on a suitable scale. Include the box, filler, tape and label in the final kg.

The volumetric factor may differ by service. Use the factor and chargeable result shown in the live booking. A large, light parcel may cost more than a smaller, heavier one because it occupies more space in the courier vehicle.

04 CAPTURE EVERY PHYSICAL PARCEL SEPARATELY

A customer order or shipment can contain several physical parcels. Every box, bag, flyer or packaged item handed to the courier must be captured as its own parcel or piece.

ONE BOX = ONE PARCEL OR PIECE

Every physical item handed over must be captured and labelled separately.



SHIPMENT / BOOKING

The overall delivery transaction created for the customer order.

PARCEL / PIECE

Each individual physical box, bag, flyer or packaged item handed over.

EXAMPLE

If you hand over four boxes for your shipment, capture four parcels or pieces. Enter the final weight and dimensions of each box separately, then attach the matching parcel label to each one.

05 COMPLETE THE BOOKING ACCURATELY

BOOKING DETAILS

- ☐ Enter the exact contents, quantity and value where requested.
- ☐ Use the final dimensions and weight for each parcel.
- ☐ Choose the required service and check the live delivery estimate to ensure it matches your expectation.
- ☐ Review surcharge, size and special-handling warnings

BEFORE COLLECTION

- ☐ Confirm payment has been completed.
- ☐ Confirm that the collection has been booked.
- ☐ Correct address errors before handover; do not assume an in-transit address can be changed.
- ☐ Keep the waybill and collection reference numbers.

06 LABEL, HAND OVER AND PREPARE THE RECIPIENT

LABEL & HAND OVER

- ☐ Attach each label flat on the largest clean surface.
- ☐ Keep the barcode uncovered, unfolded and away from seams.
- ☐ Match the correct label to the correct parcel.
- ☐ Count the parcels handed over against the booking.
- ☐ Retain tracking numbers and proof of handover.

PREPARE THE RECIPIENT

- ☐ Tell the recipient to expect the delivery.
- ☐ Share the tracking link or waybill number. Confirm that someone will be available and reachable.
- ☐ For counter collection, confirm the selected point and recipient mobile number.
- ☐ Respond quickly if delivery assistance is requested.

Final Ready-to-Ship Checklist.

Use this page before every collection.

1.

BEFORE BOOKING

- ☐ Contents are permitted or approval has been obtained.
- ☐ Correct service and parcel limits have been checked.
- ☐ Insurance requirements have been considered.
- ☐ Collection and delivery addresses are complete.
- ☐ Sender and recipient mobile numbers are correct.
- ☐ Any required access document or reference number has been supplied.

2.

PARCEL PREPARATION

- ☐ Products are individually protected.
- ☐ Contents cannot move inside the parcel.
- ☐ The parcel is securely sealed.
- ☐ Old labels and barcodes have been removed.
- ☐ Photographs of the contents and packaging have been retained.

3.

MEASURE, CAPTURE & LABEL

- ☐ Final outside dimensions have been measured in cm.
- ☐ Final packed weight has been recorded in kg.
- ☐ Every physical parcel has been captured separately.
- ☐ Each parcel has its own accurate dimensions and weight.
- ☐ The correct matching label is attached to every parcel.

4.

COLLECTION & DELIVERY

- ☐ Payment and collection are confirmed.
- ☐ Number of parcels handed over matches the booking.
- ☐ Waybill and collection references have been retained.
- ☐ The recipient has received the tracking information.
- ☐ The recipient is available or reachable for delivery.

FINAL COUNT:

Physical parcels handed over _____ | Parcels captured _____ | Numbers match ☐ Yes ☐ No

READY? GET A LIVE QUOTE AND BOOK ONLINE
sendit.courierit.co.za

