



# PICK PACK & SHIP

Effective Pick, Pack & Ship  
Process improves customer service

Customer experience depends a lot on the final delivery. A well-designed and coordinated pick, pack, and ship process helps achieve customer service targets in a timely manner.



SkillMast is the  
Microlearning Division of BRASI

In this course, you will learn about the steps involved in this key warehouse process, with useful insights and guidelines. Learning Objectives of this course are as follows:

- Understand the importance of efficient pick, pack, and ship processes.
- Recognize the use of technology in Pick, Pack, and Ship Process.
- Understand return policies.
- Become familiar with the role of the picking process in a supply chain.
- Understand the Key Performance Indicators (KPIs) in the process.
- Recognize the benefits and challenges in Warehouse Automation.
- Recognize the steps in the shipping process.
- Recognize the steps in the packing process.
- Understand the future trends in warehouse inventory management.

This course is available for online review on a self-paced basis. Access to the course materials is activated upon signing up. The learning resources include the following:

- Course booklet
- Video lesson
- Quiz

The certificate is uploaded to the student's account upon completion of the course. Each certificate carries a unique identification number and is valid for life.

For further information, please use the Contact Us form on the BRASI's website [www.brasl.org](http://www.brasl.org)



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