



neto

NETO PICK'N PACK

Optimising
Your Order
Fulfilment

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INTRODUCTION

DELIVERING ON YOUR PROMISE

As an online retailer, you're well aware that it's critically important to attract website traffic and convert your visitors to customers. That's why you've invested in a flexible and powerful retail platform, and loaded it up with detailed product information and helpful general content.

But that's only half of the story, and the other half is equally important if you want to achieve success: an optimised order fulfilment strategy.

Order fulfilment is the step in your retail process where you deliver on your promise. Literally. Nowadays, customers expect high-speed, low-cost (or free) shipping and they expect to be kept informed throughout the whole process.

So, you must be able to deliver your customers' order on time, in perfect condition, with accurate and complete documentation.

This is impossible to achieve unless you're using efficient systems that optimise your processes. Luckily, we've got a tool that can help (actually, it's more like a super-power): Neto Pick'n Pack.



**How much time does
order fulfilment take
out of your week?**

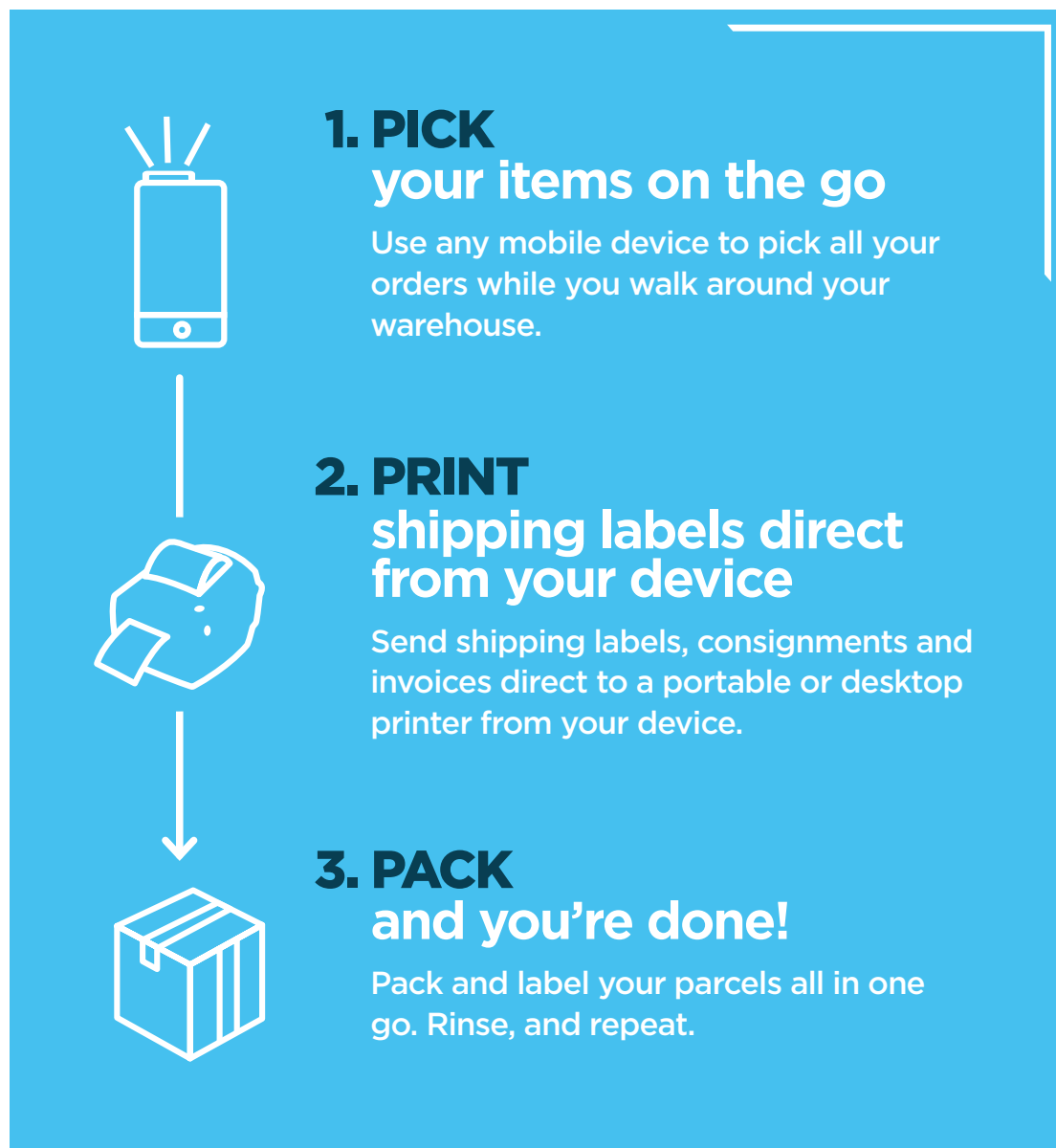
If the answer is simply 'too much time',
then you will love Pick'n Pack.

THE BETTER WAY TO FULFIL ORDERS: **Neto Pick'n Pack**

What is Neto Pick'n Pack?

Neto Pick'n Pack is a compact, user-friendly order fulfilment system that speeds up order picking and packing with mobile scanning and label printing, allowing you to group picking and packing activities together rather than fulfilling each order one by one!

Fully integrated with the [Neto Retail Management Platform](#), you can use Pick'n Pack through the web or an app on your mobile device to pick, pack, and dispatch orders that come through Neto quickly, efficiently, and accurately.



DO I NEED NETO PICK'N PACK?

- ✓ I'm struggling to pick, pack and dispatch orders in time.
- ✓ I want to reduce the amount of errors (incorrect items picked) when packing items.
- ✓ I want to run a more efficient, streamlined warehouse.
- ✓ I want to run a paperless warehouse or at least reduce the amount of printing.

If you answered 'yes' to any of the above, then 'yes', your business needs Pick'n Pack.

How Pick'n Pack Helps You Save

With the freedom to be mobile around your warehouse and to pick and pack in batches instead of doing orders one by one, you'll rescue hours back from your day. And without the costs of incorrect picks, data entry errors, and of course paper and printing— it's easy to see how much Neto Pick'n Pack will help you save on hard costs too.



Here's why you'll love Neto Pick'n Pack:



Scan orders to pick.

Save time and improve accuracy by picking your items with a barcode scanner.



No barcodes or barcode scanner? No problem!

Use Neto to print your own product barcodes or use the 'touch to pick' function to tap each item on the screen to mark it as picked.



Never pick the wrong item again.

A vibration or error tone will sound when the wrong item is scanned.



Pick and pack orders in batches.

Increase efficiency by sorting order lines by zone, SKU or shipping method and pick orders.



Streamline shipping.

Print shipping labels and generate real-time shipping quotes and manifests for Australia's favourite carriers.



Print labels on the go.

Send shipping labels wirelessly direct to the printer from your device.



Save time building bundled products.

Take separately sold items and build them into product bundles or kits as you pack your order.



Zero training needed.

Pick'n Pack's simple, intuitive interface lets you start picking immediately, so there's no downtime for new staff and contractors.

- ✓ Save time
- ✓ Save staff from errors
- ✓ Save on paper and printing costs
- ✓ Save on labour costs





"Now one person can do it all and we still save a couple of hours a day."

Spotlight on WHOLESALE WEDDING SUPERSTORE

Wholesale Wedding Superstore are Australia's leading importer of wedding and event supplies.

After finding a gap in the market for cost-effective wedding supplies, Amanda Beswick's business took off. And after introducing Pick'n Pack to overhaul their day-to-day fulfilment process, Amanda had more time in her day to focus on growing the business.

"We used to have three people picking, three people packing and sometimes another three people dispatching orders. Now one person can do it all and we still save a couple of hours a day, because with Neto Pick'n Pack you can use mobile scanners to pick the products, check the barcode to improve accuracy, and mobile printers print the labels then and there. It's much more accurate than the traditional pick slip method we used to use." [Read the full story](#)

READY TO LEARN HOW TO USE NETO PICK'N PACK?

In the following pages we'll outline a typical order management workflow, show you how to install Pick'n Pack and which hardware you need, and we'll give you some strategies to optimise your warehouse for even more efficient fulfilment.

Let's get started!

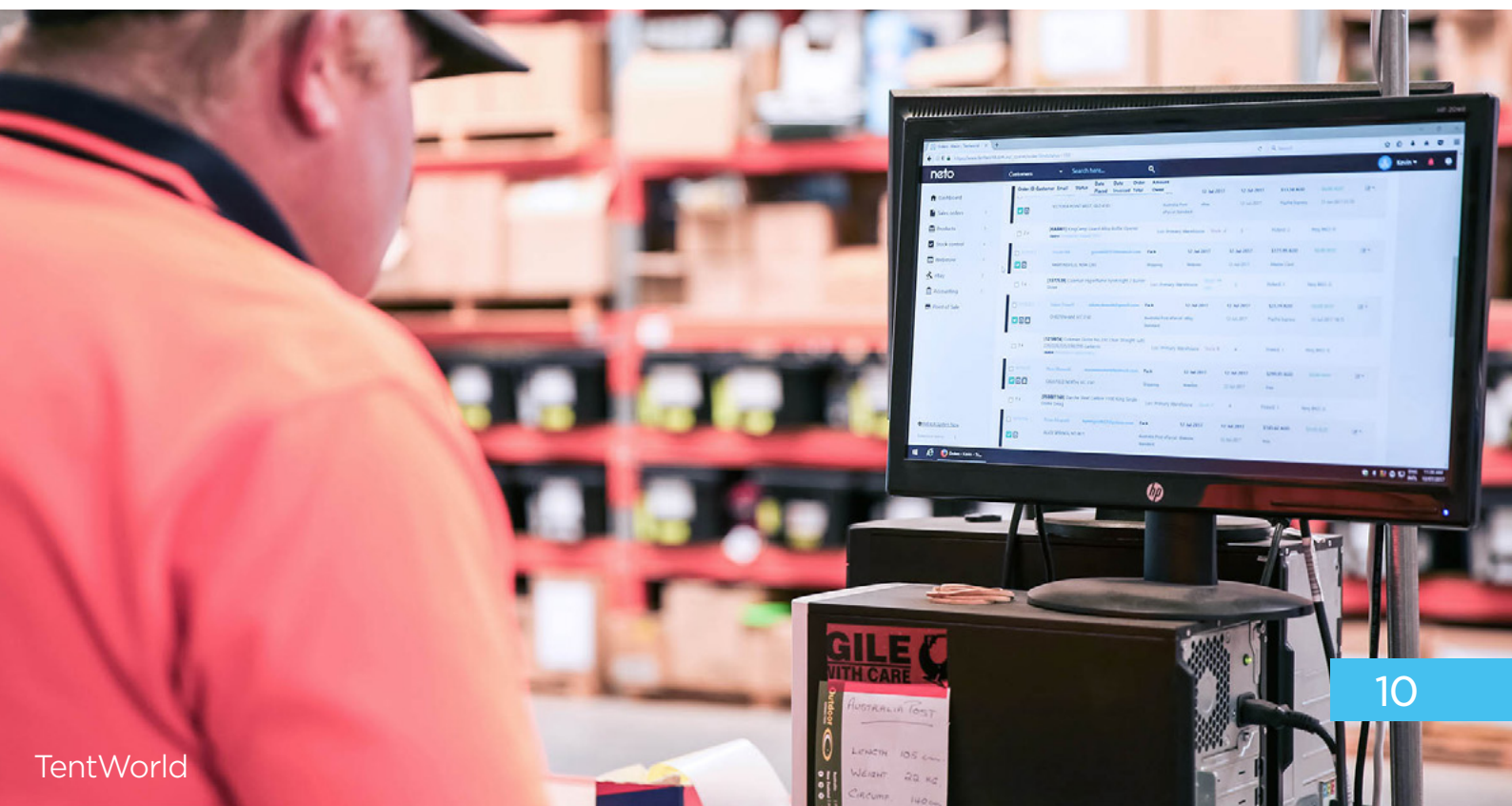
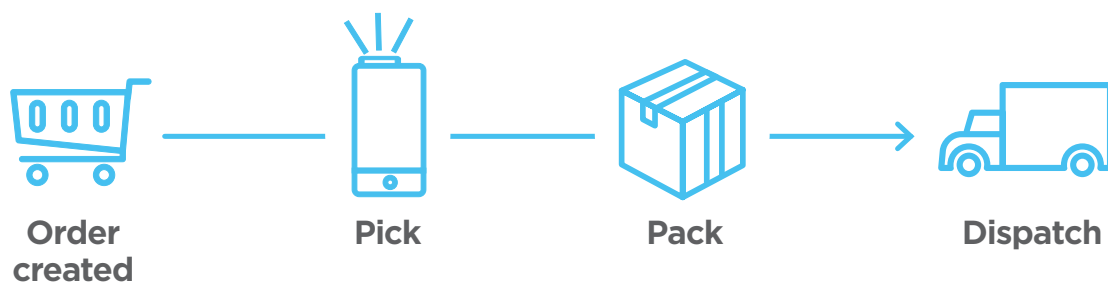
ORDER MANAGEMENT WITH NETO

Neto's retail management platform allows you to seamlessly manage an entire customer order from end-to-end. You can track purchases (including pre-orders and backorders), accept payments, manage shipping, manage inventory, and of course manage fulfilment with Neto Pick'n Pack.

Before we get into how to use Pick'n Pack, we'll go through the basic order management workflow in Neto.

ORDER MANAGEMENT WORKFLOW

Here's how an order is processed through Neto and a warehouse from the moment the shopper hits buy, right up until the order is safely in their hands.



1. New Order Created

You've made a sale, congrats! When a sale is made on your website, in-store or via a marketplace it will be created in Neto as a new order, and will display on your Neto dashboard.

2. Pick

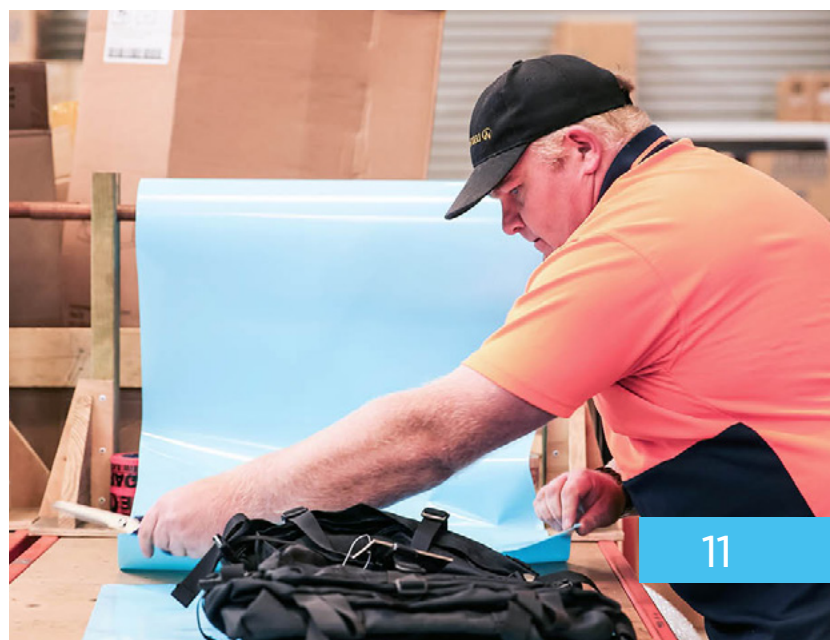
Once the order is ready to be fulfilled, Neto updates its status to 'pick' which will let the relevant warehouse or staff members know that they need to collect each product ordered from the warehouse shelves. Depending on the hardware you use, the picker will scan or tap the item on the Pick'n Pack app to indicate that it has been picked, which will then deduct it in real-time from your inventory count in Neto.

3. Pack

In this stage the ordered items are packed into a parcel or box ready for shipping. If you have [Neto Ship](#) installed, you will be able to generate a shipping consignment based on your shipping rates in Neto and print a shipping label for your parcel. If you are using Sendle or Temando, creating the consignment will automatically notify the carrier that the order is ready to be shipped. In all other cases, you will need to book in with your carrier to schedule a pick up as usual.

> Tip

You can view live shipping rates from your carriers by using Neto Pick'n Pack in conjunction with Neto Ship.



4. Dispatch

The final step in the order management process is dispatch, where your shipping carrier or freight provider pick up the order from your warehouse and deliver it to your customer.

Once the order has been dispatched, and you've submitted your electronic manifest to the carrier, Neto will send a tracking notification to your customer letting them know that their order is on its way.

And you're done! Nice work!

You've just witnessed the entire order management process from start to finish, made much easier and more efficient with Neto and Pick'n Pack! If for some reason the customer wants to return or exchange their order, it's easy to manage that within Neto too.

“Add an extra layer of quality control to your fulfilment process.”



GETTING STARTED

1/ INSTALL THE PICK'N PACK ADD-ON FOR NETO

Once you've installed the Neto Pick'n Pack add-on in your Neto Control Panel, you're good to go. [View instructions](#) for how to do this.

If you want to view live shipping carrier rates in Pick'n Pack, then you'll want to install Neto Ship at this point too.

2/ SELECT YOUR HARDWARE

Neto Pick'n Pack is a software solution that can be used with a variety of different hardware options.

The option you choose will depend how big your warehouse is, your volume of orders, and how much you're willing to invest in hardware upfront.

Don't have cash to spare for hardware? Don't despair! Neto Pick'n Pack works fine with what you've already got (e.g. a computer) and you can always add bits and pieces down the track.

Read on to see which hardware will be the best fit for your needs.



The Basics

Whether you're a small business, you're just getting started with optimising your order fulfilment process, or you prefer to just dip your toe in the water with Pick'n Pack before going all in, here's the basics you need to get started.

1. A Laptop, Smartphone or Tablet

Neto Pick'n Pack can be used on any device that connects to the internet, running the latest version of Google Chrome, Firefox or with the iOS app. This means you can use any of your existing devices to pick orders!

For optimal use, we recommend using Apple iOS devices with Linea Pro barcode scanners (see next page).

To see if the interface will work on your iPad, [check out our full list](#) of supported devices.



Take it to the Next Level

If you are ready to fully optimise your order fulfilment process and get the most out of Neto Pick'n Pack, you can also use a mobile scanner and printer, too.

2. Mobile Barcode Scanners

A barcode scanner is a foolproof way to ensure your customers get the correct order, every time. When an incorrect item is picked, the device will vibrate or a tone will sound.

Pick'n Pack supports all 1D barcodes, so your best option for a barcode scanner is one that's built into a case for your mobile device, allowing you to scan barcodes on-the-go and from anywhere in your warehouse!

Barcode scanners that are compatible with most iPhones or iPods are available from our partners, [POS99](#).

[Linea Pro - \\$795](#)



> **Tip**

If your products don't have barcodes, you can generate your own barcodes in Neto. [Learn how](#)



[Infinea X - \\$1,385.00](#)

3. Label Printers

If you send out a high volume of orders each day, a shipping label printer makes sure each order is shipped correctly and shaves hours off order fulfilment. Send shipping details directly to the printer so once the order is filled, just tear off the label and you're ready to ship with any carrier you use!

Basic Printer

Send your label consignment to the printer as you pick each order, or print them in bulk at the packing station once you've completed a batch of orders.



[SATO WS408 Label Printer - \\$425](#)

Mobile Printer

A mobile printer allows you to print your label consignments to a device that you can take around the warehouse with you. This means you can print your labels as you go so they're ready once you've reached the packing stage. Or, if you're packing your orders as you pick them, you can print each label immediately, and stick it straight on the packaging.



[Brother Bluetooth Mobile Printer - \\$975](#)

› *Additional resources*

- ▶ [How to setup your printer for Pick'n Pack](#)
- ▶ [Setting up your SATO Thermal printer.](#)

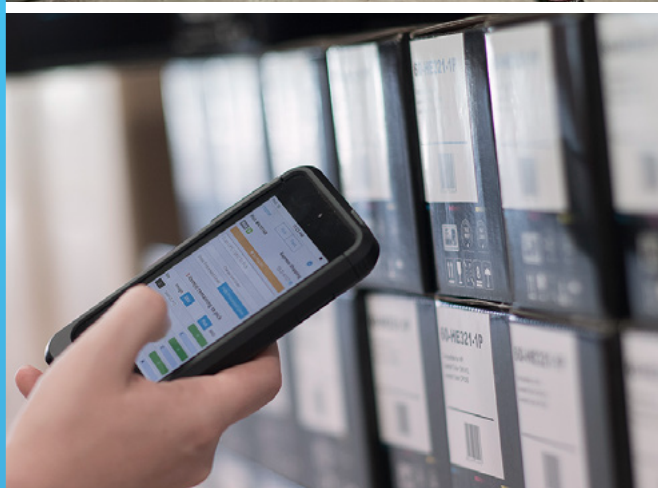
3/ DOWNLOAD THE APP

The Pick'n Pack app is optimised for Apple iPhone and iPods, but can also be run from a PC or Android Browser.

Install the Pick'n Pack iOS App

Install Pick'n Pack onto your device by [downloading it for free](#) from the Apple store.

[Check out this article](#) for instructions on how to configure the app on your mobile device.



SETTING YOUR BUSINESS UP FOR SUCCESS with Pick'n Pack

PREPARE YOUR PRODUCTS

Neto Pick'n Pack has a lot of great features to make picking orders faster and more accurate, such as barcode scanning, pick zones, and pick bins.

In this section you will learn how to generate barcodes and how to set up your pick zones.

You have three options for picking your orders with Neto Pick'n Pack.

- ▶ Pick via barcode scanner
- ▶ Touch to pick
- ▶ Pick via pick slip

If you're using a barcode scanner, when you scan the item Pick'n Pack will automatically record an item as picked.

What if I Don't Have Barcodes?

Even if your products don't have barcodes you can still take advantage of the scanning feature. Neto can generate a barcode for you, or you can use the SKU as a barcode.

› *Note*

Neto generated barcodes are not officially registered, and won't work with any application outside Neto such as eBay or Amazon.



Did you know?

Barcode Scanning Eliminates Picking Errors

Pick'n Pack will confirm you've picked the correct item with a beep, or will vibrate or sound an alert tone if it's not the right item. So if you've picked the wrong item, you'll know about it! As a result, picking staff will be able to complete each pick faster and much more accurately.



OPTIMISE YOUR WAREHOUSE

A well organised warehouse is a key component to ensure online purchases get into your customer's hands on time, keeping them satisfied. Inefficient processes or a poor warehouse layout can cost you time, money, and repeat customers.

But there's no one-size-fits-all solution for laying out a warehouse, and factors like sales volume and the size and weight of your products will help determine the best layout for your retail business.

In this section we'll explain how best to optimise your warehouse layout, pick zones and processes for Neto Pick'n Pack.

› Define Your Pick Zones

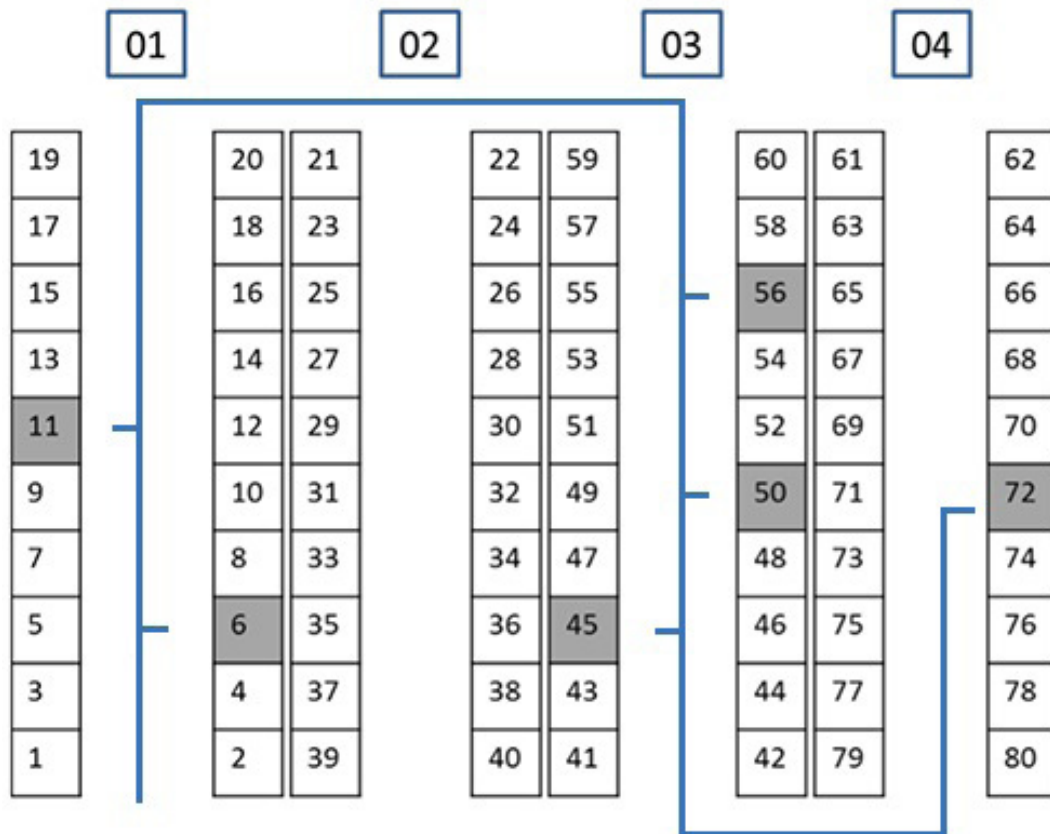
Pick zones are the different sections of your warehouse where individual products are located. This can be an aisle, section of shelving, a particular shelf, or all three.

Pick zones will appear next to each product line on an order in the Pick'n Pack interface, so your warehouse staff can see at a glance where they need to go to find an item.. This is especially useful when:

- ▶ Products move location
- ▶ New products arrive
- ▶ New staff members start

EXAMPLE WAREHOUSE LAYOUT

The diagram below is a simple version of how zones can be allocated to products. Each product is assigned a code based on it's aisle (A) and section (S) of that aisle.



In this example the order contains items in zones A01S06 (Aisle 01, Section 06), A01S11, A03S45, A03S50, A03S56 and A04S72. Pick'n Pack will display the zones where each product on the order is located, so warehouse staff can optimise their travels, and won't be lost when products move location.

➤ Auditing Your Warehouse

Auditing your warehouse and processes can give you insight as to where certain products should be situated, and will help with planning your pick zones. For example if two items are often purchased and bundled together, like tennis racquets and tennis balls, it makes sense to store them in the same zone so they can be more efficiently picked.

Before you plan out your pick zones, let's first take a look at some important considerations.



1. Accommodate Incoming and Outgoing Deliveries

Getting your products moving swiftly in and out will go a long way to optimising your warehouse. New stock should be checked and inspected as soon as possible to verify the contents, particularly if you sell via pre-order. Promptly storing them in their correct locations is important so that pickers don't have to go searching for each item.

Designating a space for outgoing orders will not just keep your warehouse tidy, but assist your courier when they come to collect. They'll know where to pick up packages if you're busy on the phone or not around, and it will keep them on schedule, and you in their good books.

2. Analyse Your Sales Data

Keeping track of which products are selling well is not just important for ensuring you can fulfil orders, but will also help optimise your pick and pack process.

It goes without saying that your best sellers should be as close as possible to where you pack and dispatch orders to save time and your staff from clocking up unnecessary extra steps. But it's also worthwhile grouping items that are frequently purchased together in the same location for a speedy pick.

Seasonal trends and promotions can also impact an efficient warehouse operation.

➤ *Free Download*

Download our Retail Calendar to make sure you're on top of any seasonal and holiday periods to ensure you are prepared to meet demand.



3. Optimise Product Placement

The less stock needs to move around your warehouse, the faster it will get out to your customers. Consider putting high demand items where they are easily accessible from where you receive/dispatch stock. It's great having a short walk to pick products that are popular, and if you're frequently receiving and restocking, you won't want to be moving them back and forth all day.

Don't neglect to account for the weight of your products too. Heavy items near the start of the pick zone will end up being carried until the whole order is picked, which can be taxing on both the stamina and morale of your pickers.

4. Review and Adjust

It's not just seasonal trends that will impact your warehousing and order processing. Sales growth, improvements to ecommerce technology, or a shift in consumer behaviour can impact your processes. Collect feedback from your staff and review your layout regularly to fine-tune your pick processes and adapt to the changing marketplace.

> *Tip*

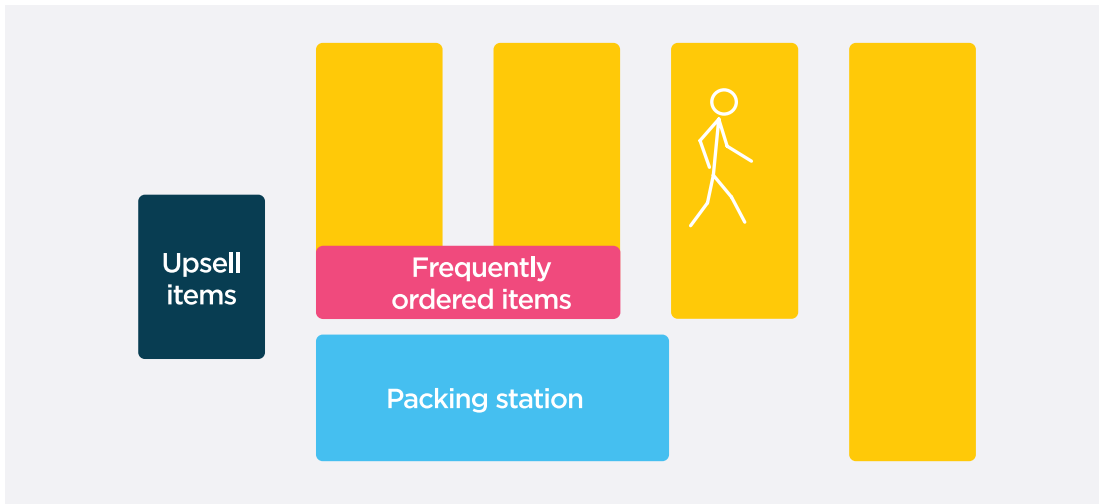
There are no restrictions on pick zone naming in Neto, so why not get creative and name your pick zones something special?



➤ Best Practice Warehouse Layouts

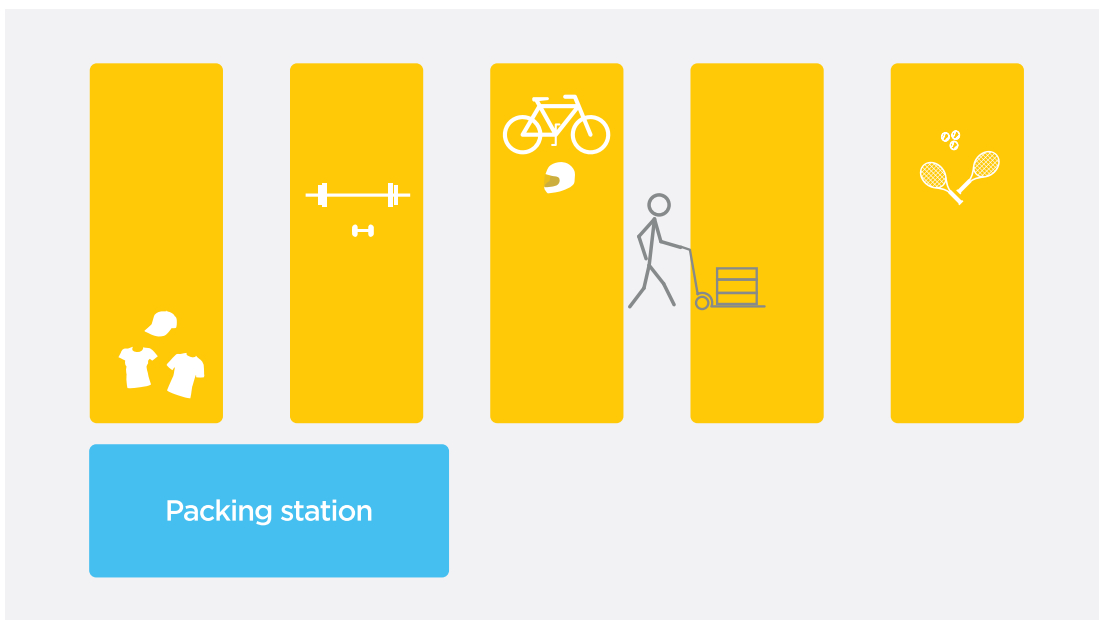
1. Single Order Picking

If your number one priority is getting each order out the door as soon as possible, you probably use this approach in which one staff member walks the floor to pick all items. To minimise their walking distance, store frequently ordered items close to the packing location, with upsell items nearby.



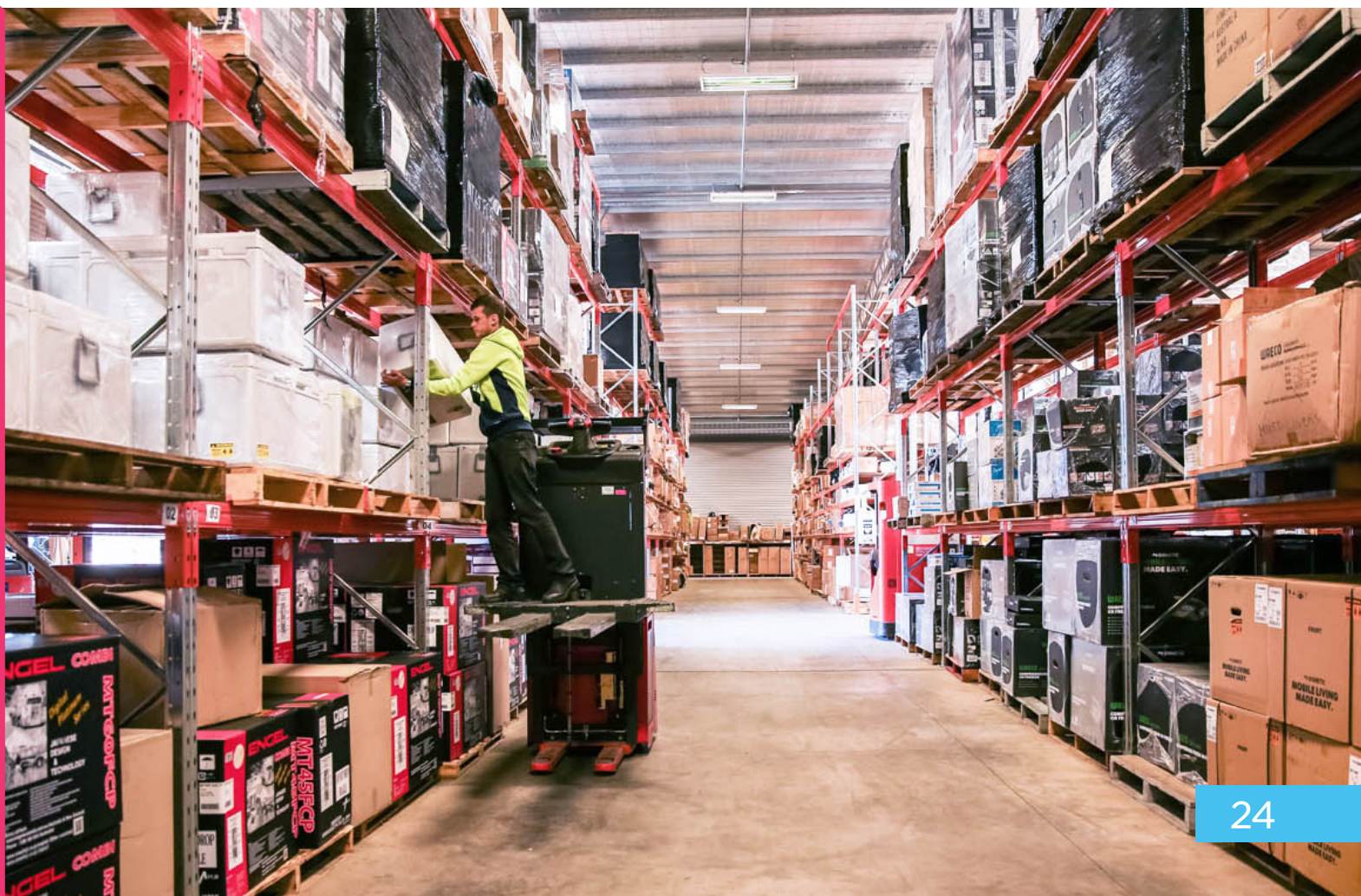
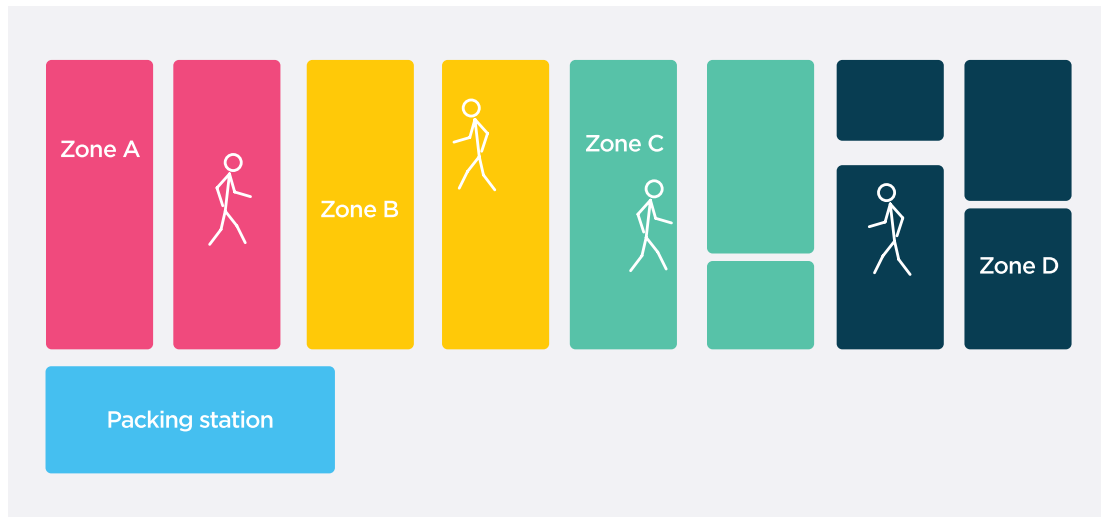
2. Bulk Picking

This is an effective approach to getting more orders out the door by picking several orders at once. One staff member walks the entire floor with a cart designed to collect items for several orders. If you're using this approach, you can afford to space your items out further, but you'll still want items that are frequently ordered together arranged close to each other.



3. Zone Picking

In larger warehouses, it makes sense to give each staff member their own area of responsibility—a zone. They'll be familiar with all items in their zone and therefore be able to pick items more quickly before handing the order to the next zone. In this picking approach, it's less important to keep upsell items so close together, so it's well suited to “chaotic storage” where items are put wherever they fit when they're received from suppliers.



PICKING OPTIONS

Once you've got your warehouse set up for success, the next step is to decide how you're actually going to pick your orders.

These are three of the most common ways you can use Neto Pick'n Pack to manage your picking and packing workflow.

➤ Option 1. Pick One Order at a Time

A simple option if you're just getting started or if you have items that are too large to pick multiple of at a time. For larger, high-volume businesses this is the least-efficient method.

Here's how it works:

- ▶ Order sent to warehouse
- ▶ Picker collects each item for the order, scanning them with Pick'n Pack to mark the items as 'picked'. This moves the order into the 'pack' stage in Neto. (Items can be processed and packed on the spot, or delivered to the packing station).
- ▶ If items are delivered to a packing station, a packer packs each item for the order into a parcel.
- ▶ Once the order is packed, a shipping consignment is created from within Neto Pick'n Pack and shipping labels can be sent directly to the printer.
- ▶ Parcel is labelled and marked ready for dispatch.



➤ Option 2. Bulk Picking With Pick Bins

One of the major benefits of Pick'n Pack is that it allows businesses to do batch order processing, which is where similar tasks can be grouped together, speeding up your order processing time, big-time. For this particular stage of the order management process, we call this 'bulk picking'.

Picking several orders at once using specific bins or totes helps you keep your warehouse operations organised and is ideal for high-volume operations or if you have separate pickers and packers in your warehouse.

Here's how it works:

- ▶ Orders sent to warehouse.
- ▶ Picker collects items for multiple orders at once, scanning each item with Pick'n Pack and placing it into a pick bin or container dedicated to that order.
- ▶ Once all order lines have been picked, the picker scans a barcode on the bin, which indicates to the packers which bin corresponds to which order.
- ▶ Packers will pack the items from each bin into a parcel and scan the pick bin to mark the item as 'packed'.
- ▶ Once items are packed, the consignment will be created, shipping label printed and the item marked ready for dispatch.

➤ *Tip*

For added quality control, packers can scan each item again as they pack it into the parcel.



➤ Option 3. Bulk Picking With Pick Slip

If you have lots of small items for lots of orders, bulk picking with a pick slip can be a good option (but this still uses paper!).

- ▶ Select all the orders you want to pick in Neto.
- ▶ Print a pick slip for bulk picking.
- ▶ Picker collects all of the items on the pick slip and delivers them to the packing station.
- ▶ Packers use Pick'n Pack's mobile scanner or desktop software to mark each item 'packed' as they are packed into a parcel.
- ▶ Consignment created, shipping label printed and item marked ready for dispatch.

➤ *Tip*

You will need to switch on the 'Batch Order Processing' addon in Neto to enable the 'Bulk Pick' and 'Bulk Create Consignments and Dispatch' buttons. [Learn how.](#)



CONCLUSION

If you've made it this far, then you're well on your way to optimising your order fulfilment process and saving precious hours in your week. Great work!

But it doesn't stop there.

To keep your customers happy, your business running smoothly and your profits increasing, it's vital that you get all of your business processes streamlined and running efficiently, including payments, purchasing and inventory and more.

How exactly do you do that? Glad you asked, our ultimate guide to back-office optimisation will teach you exactly that. [Get it now.](#)



GET STARTED WITH NETO PICK'N PACK

Keen to get started optimising your business with Pick'n Pack right away? Good choice.

Here's how to get started:

1. [Sign up to Neto](#) (if you're not already a customer)
2. Purchase your hardware
3. [Download the Neto Pick'n Pack app](#)
4. Start picking and packing
5. Work out what you're going to do with all the time you've saved!

Purchase your Pick'n Pack hardware Now from POS99.



Pick'n Pack Bundle

iPod/iPhone Scanner & Label printer
with optional shipping labels



Pick'n Pack Label Printer

With optional shipping labels



Pick'n Pack Scanner Bundle

Includes pistol grip and rugged case

Browse Hardware

➤ **Questions? We're listening.**

Get in contact on 1300 730 300 or support@netohq.com



Neto is the only Australian retail management platform that provides a complete solution for ecommerce, point of sale, inventory and fulfilment. Our integrated back-end technology enables exceptional and consistent customer experiences via any channel, be it in-store, online or through a marketplace. We automate repetitive tasks and integrate with multiple sales channels to manage orders and shipments.

www.netohq.com

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