

NurseBec Auctions

— FAST • ACCURATE • ACCOUNTABLE SHIPPING —

SHIPPING PROCEDURES



Shipping Procedures – Standard Operating Procedure (SOP)

Before You Begin

1. Sign the Giveaway Sheet

- Each person must **write their own name** on the Giveaway Sheet **before starting**.
- No one should ship without signing in.

2. Generate & Print Shipping Labels

- Generate and print all shipping labels for the show before pulling any orders.
-

Review Giveaway Sheet (Critical Step)

1. Identify Mods

- Review the Giveaway Sheet to see **who the moderators (mods) were** for the show.
- Check if each mod **placed an order**.

2. Mod Gift Process

- **If the mod ordered:**
 - Their **mod gift & thank you card must be included** in their shipment.
 - Write a **sticky note reminder** to add the gift while packing.
- **If the mod did NOT order:**
 - A **mod gift (Amazon gift card & thank you note)** must be sent separately.
- **Thank you card for mod:**
 - Thank you for your continued support and time modding, we truly appreciate you! -NurseBec

3. How to Search for a Mod

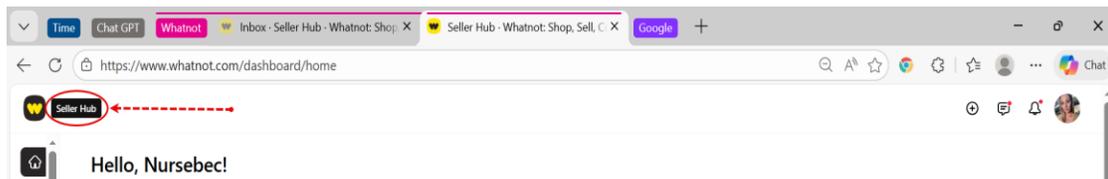
- Search the **shipping labels PDF** using the mod's username **OR**
- Search for the mod's username directly on the **shipment screen**.

4. Check for Notes & Issues

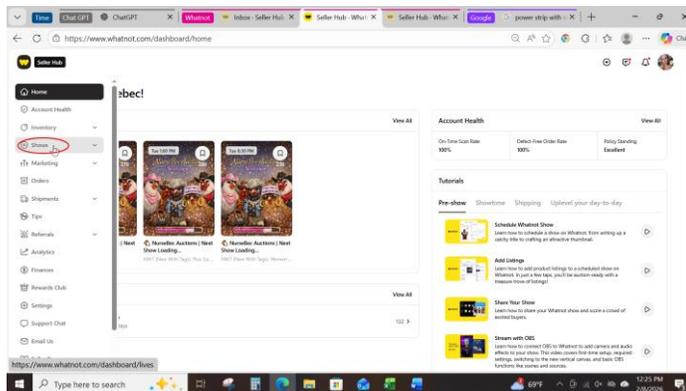
- Review the Giveaway Sheet for:
 - Cancellations
 - Pending Payments
 - Switch items
 - Any other special instructions

How to Check Pending Payments

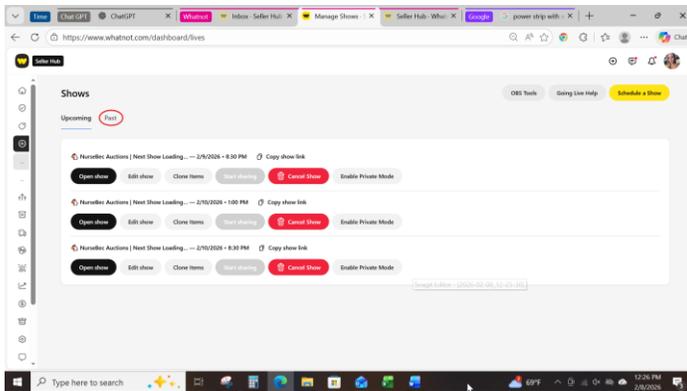
1. Open **Seller Hub (Browser)**.



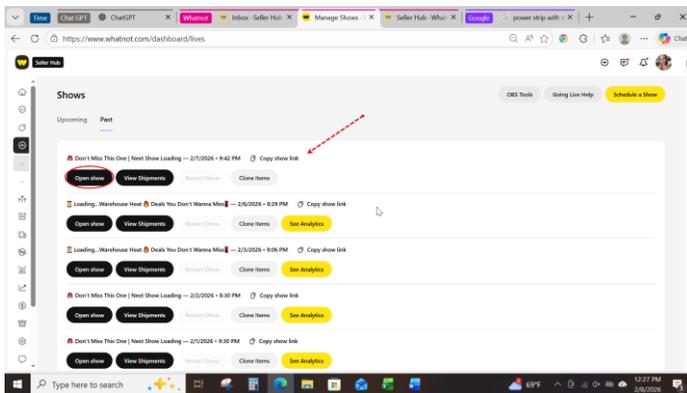
2. On the **left panel**, select **Shows**.



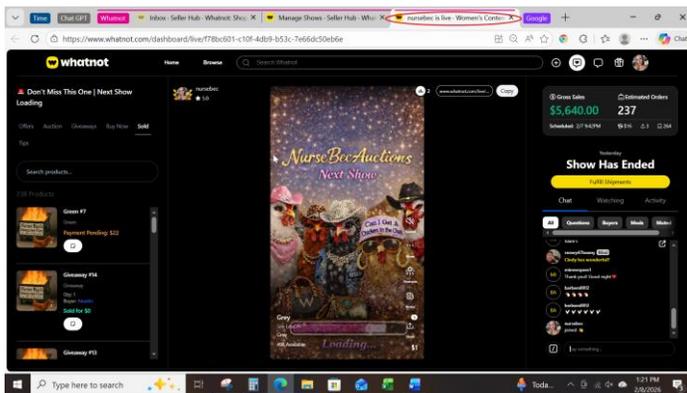
3. Select **Past**.



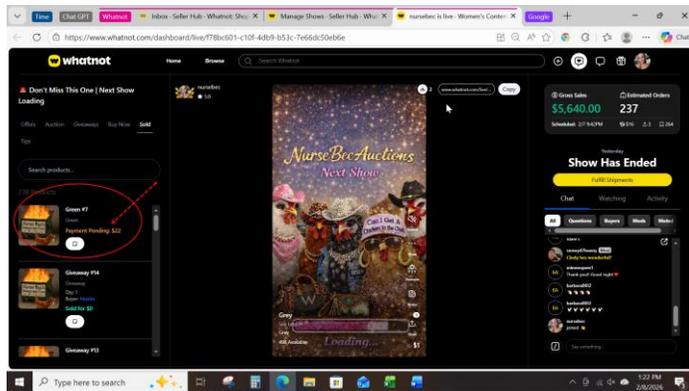
4. Choose the show you are working on and click **Open Show**.



5. The show opens in a new tab.



6. On the left panel, locate **Pending Payments** (shown in orange).



7. Write:

- **Color & Number (ex. Green #7) in the Notes section of the Giveaway Sheet.**

Order Pulling Process

1. Lay Out Giveaways

- Lay giveaways out **in number order** on the table to make pulling easier.

2. Pull Orders

- Pull the **first order from the top of the stack of labels.**
- **DO NOT tear labels apart or split the stack.**
 - This keeps bins in proper order for the next shift.

3. Pull Items

- Pull all items listed on the packing slip.

4. Verification (Required)

- At your shipping station:
 - Match each item to the packing slip.
 - Verify correct **color, number, and quantity.**
 - Check off each item on packing slip.
 - Mark out numbers on blue poly bags with a permanent marker.
- Circle the **total number of items.**
- **Initial next to the total.**

5. Pack Order

- **Ensure all sensors are removed**
- Wrap items as required.
- Place items in the appropriate shipping container with packing slip.
- Ensure that tap overlaps on boxes to avoid opening during delivery.
- Apply shipping label.
- Place in designated area:
 - **Poly mail bag or hallway.**

6. Repeat

- Continue until all shipping orders are complete.
-

Local Pickup Orders

- If a label says **Local Pickup**:
 - Set it aside in a separate stack.
 - Pack **after all shipping orders** are completed.
 - **Ensure all sensors are removed.**
 - Wrap items as required.
 - Put all labels on outside of poly or box and ensure items are checked off, total circled, and initials are next to the total.
 - Place in the local pickup bins (**USE FIRST NAME**).
-

After Shipping Is Complete

The Giveaway Sheet must be fully completed:

1. **Initial that mod gifts were sent**
 - Can be initialed earlier if included in shipment.
2. **Listed names of everyone who helped ship** (this should already be completed since each person should sign sheet at beginning of their, prior to pulling orders).

3. **Date the show left the warehouse**

- This is the **next business day**.

4. Place the completed Giveaway Sheet in the **Manager's Box**.

5. Move boxes and the poly mail bag to APCs, and let Draylin, Jason, or Dee know total number of APCs filled.

- **Do not overfill the APCs.**
-

Packaging Rules

- If an item is **already in a poly, bag, or box, do not rewrap** it.
-

Ground vs. Priority Shipping

Ground Shipping

- Use:
 - **Pink or Turquoise poly**
 - **Brown box** (depending on item size).

Priority Shipping

- **NEVER use pink polys.**
 - Must ship in:
 - A **Priority box**
 - OR a **brown box** if the order is too large.
-

Local Pickup Packaging

- Pack the order the same as shipping.
- Use:
 - Light blue poly
 - Turquoise poly

- Black poly
 - Brown box (if polys are too small)
-

Resizing Boxes

- **ONLY resize brown boxes — NEVER resize Priority boxes.**
1. If there is excessive empty space:
 - Use the **resizer tool**.
 2. Move the silver ledge to the correct height.
 3. Push into the box (you should hear a “pop”).
 4. Pull across each side to create perforations.
 5. Use a blade to cut each corner down to the perforation.
 6. Fold box down and tape securely (ensure tape overlaps).
-

Bath & Body Works (BBW) Packing

- Each item must:
 - Be wrapped in **bubble wrap** and placed in a **CLEAR poly/bag**
 - BBW:
 - **Never ship in pink or turquoise polys**
 - **Never ships loose with bubble wrap only must be in a clear poly/bag**
-

Jewelry Packing

1. Wrap jewelry in bubble wrap.
 - Multiple pieces may be wrapped together.
2. **Jewelry only orders:**
 - Place wrapped jewelry in a **sunglasses box**
 - Then into a **pink poly** (ground shipping).

3. Jewelry with other items:

- Place wrapped jewelry in a **pink poly**
 - Lay on top of other items so it's visible.
-

Sponsored Giveaways

1. A thank you card with a note inside:

- A thank you card with a note inside:

Name,

Thank you for your support and for purchasing a sponsored giveaway. We wish you loads of success on your shows and with your business!

-NurseBec

- Then add envelope with other items ordered.

2. Sponsored giveaway only orders:

- A thank you card with a note inside:

Name,

Thank you for your support and for purchasing a sponsored giveaway. We wish you loads of success on your shows and with your business!

-NurseBec

- Then into a **pink poly** (ground shipping)
-

Tip the shipping team

1. A thank you card with a note inside:

- Name,

Thank you for your support and for tipping the shipping team.

-NurseBec

- Then add envelope with other items ordered.

Tip the shipping team only orders:

1. A thank you card with a note inside:

- Name,
Thank you for your support and for tipping the shipping team.
-NurseBec
 - Then place envelope and packing slip into a **pink poly** (ground shipping).
-

Buy the host a coffee

- A thank you card with a note inside:
 - Name,
Thank you for your support and for buying the host a coffee.
-NurseBec
 - Then add envelope with other items ordered.

Buy the host a coffee only orders:

- A thank you card with a note inside:
 - Name,
Thank you for your support and for buying the host a coffee.
-NurseBec
 - Then place envelope and packing slip into a **pink poly** (ground shipping).
-

Restocking (End of Shift – Required)

Shipping Shelf Setup

Row 1

- 6×6×6 boxes
- 11×7.5×5.5 boxes
- 12×8×10 boxes

Row 2

- 15×12×10 boxes
- Clear polys/BBW bags
- Sunglasses boxes

Row 3

- Priority Side Load 2.875
- Priority Shoebox
- Priority Side Load 3.125

Row 4

- Priority Large box
- Small brown box

Left Side of Shelf

- Large box
- Medium box
- Wreath box (seasonal)
- Bubble wrap roll (top shelf)

Shipping Tables Must Have

- Paper
 - Pink polys
 - Tape gun (**loaded**)
 - Basket with:
 - Pen
 - Permanent marker
 - Box cutter
 - Thank you stickers
-

Shipping Supplies List

1. Priority Boxes

- Side Load 2.875
- Shoebox
- Side Load 3.125
- Large

2. Brown Boxes

- 6×6×6
- 11×7.5×5.5
- 12×8×10
- 15×12×10
- Sunglasses box

3. Polys

- Pink
- Turquoise
- Black
- Clear
- Light Blue

4. Paper

5. Bubble Wrap

6. Tape

7. Shipping Labels

8. Thank You Cards

9. Thank You Stickers

10. Notepads

11. Sticky Notes

12. Permanent Markers

13. Pens

14. Highlighters

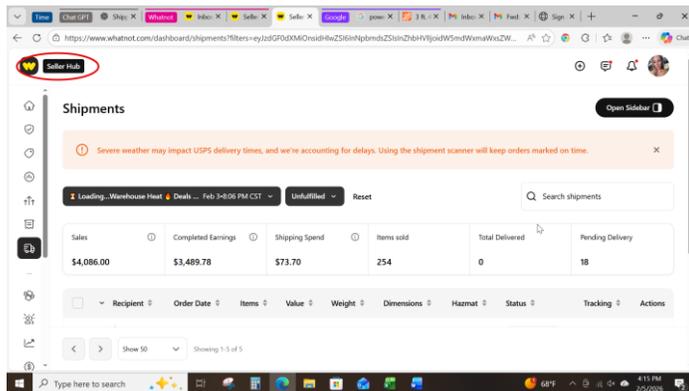
Supply Alerts

- If supplies are running low:
 - **Notify Dee or Jason**
- **DO NOT let supplies run out.**

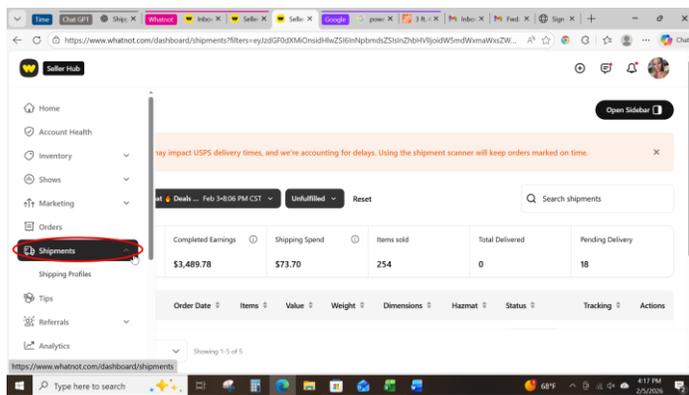
How to Print Shipping Labels in Whatnot (Seller Hub)

Step 1: Open Whatnot & Access Shipments

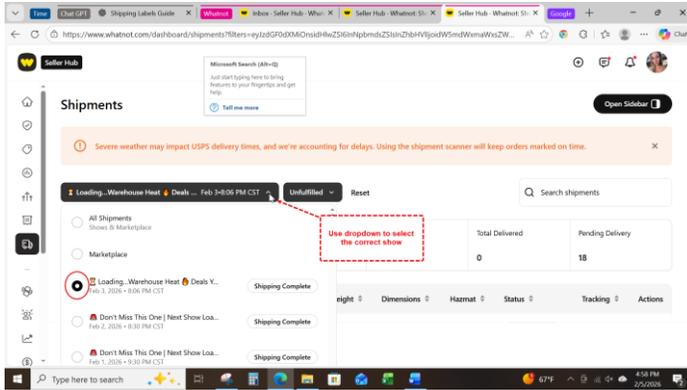
1. Open **Whatnot** in your web browser.
2. Make sure you are logged in and on **Seller Hub**.



3. From the **left-hand panel**, select **Shipments**.

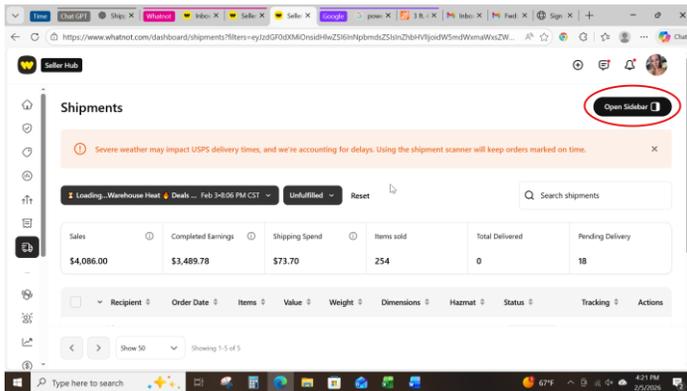


4. Use the **dropdown menu** to choose the show you need to print labels for.



Step 2: Generate Shipping Labels

1. Select **Open Sidebar**.

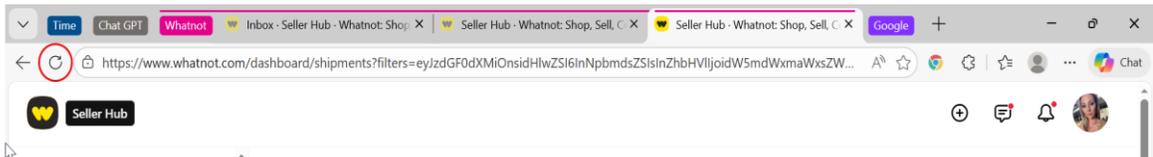


2. Click **Generate All Labels**.

3. The screen may briefly blink.

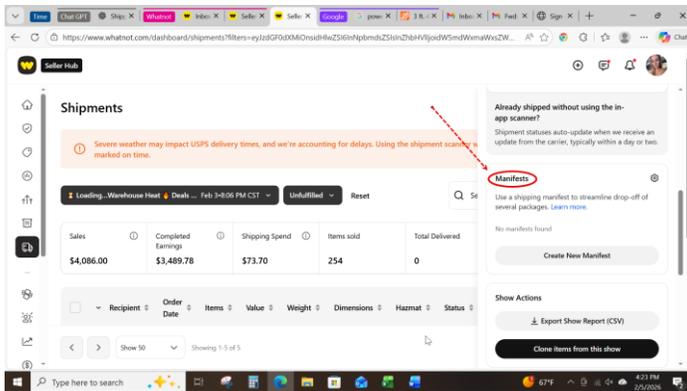
4. Look for a **confirmation popup in the bottom-right corner** stating that labels have been generated.

5. Refresh the browser.

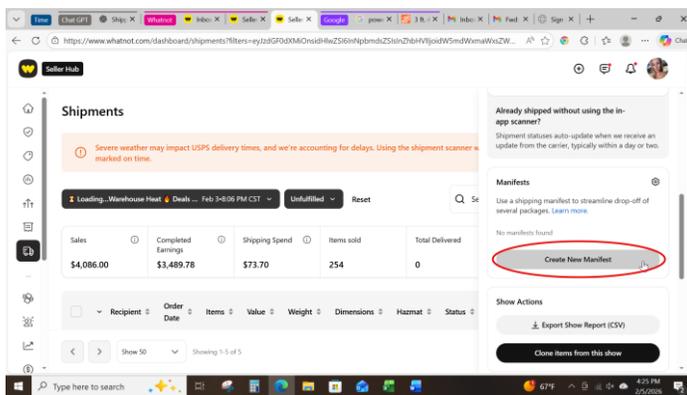


Step 3: Create USPS SCAN Form (Manifest)

1. Scroll down the sidebar until you see **Manifest**.



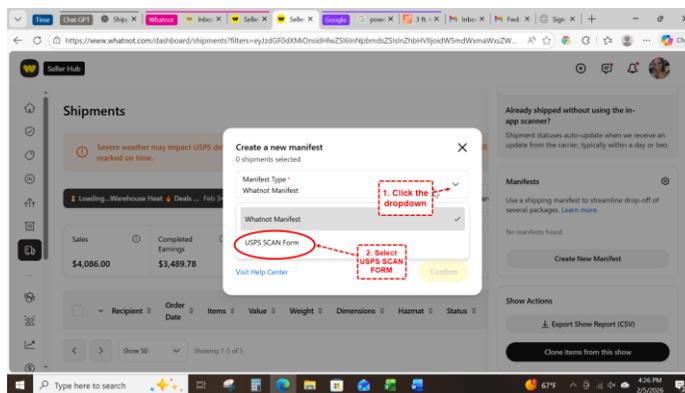
2. Click **Create New Manifest**.



3.

4. When the box opens:

- Under **Manifest Type**, select **USPS SCAN Form**.



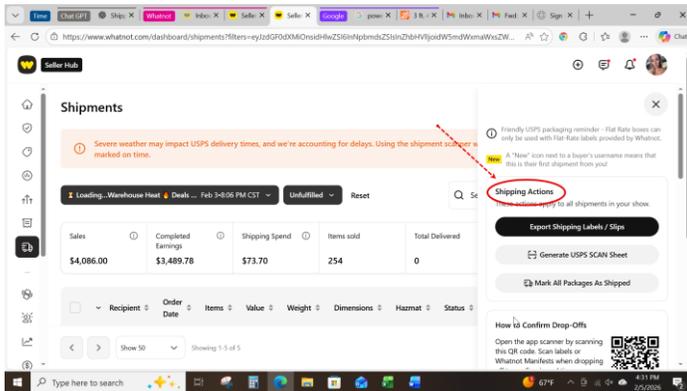
- Click **Confirm**.

5. The SCAN sheet will open as a **PDF**.

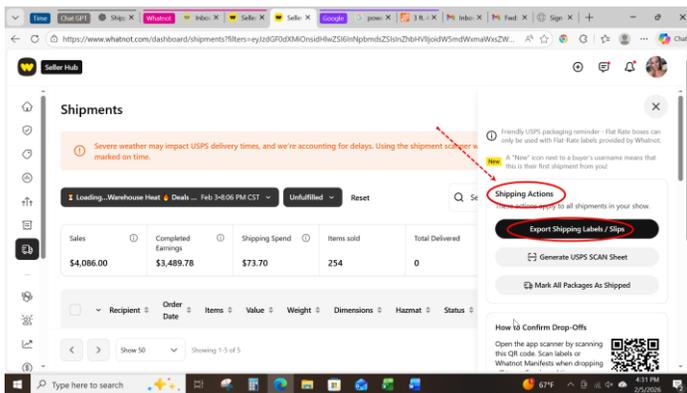
6. **Print the SCAN sheet** and place it on the counter with outgoing mail.

Step 4: Export Shipping Labels & Packing Slips

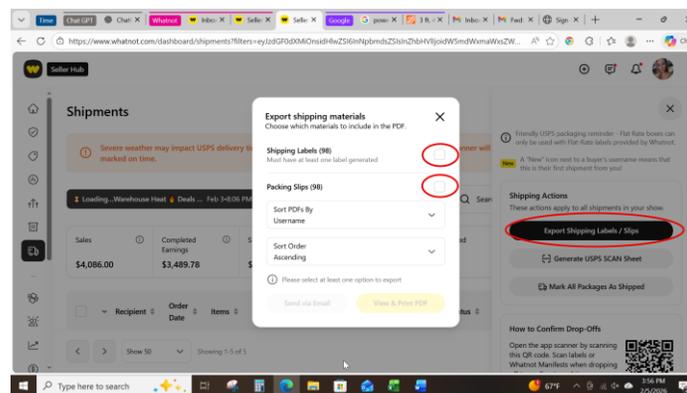
1. Scroll back up to **Shipping Actions**.



2. Select **Export Shipping Labels/Slips**.

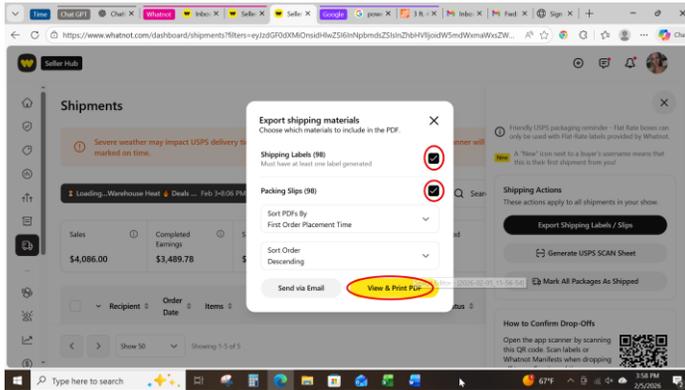


3. When the box opens:

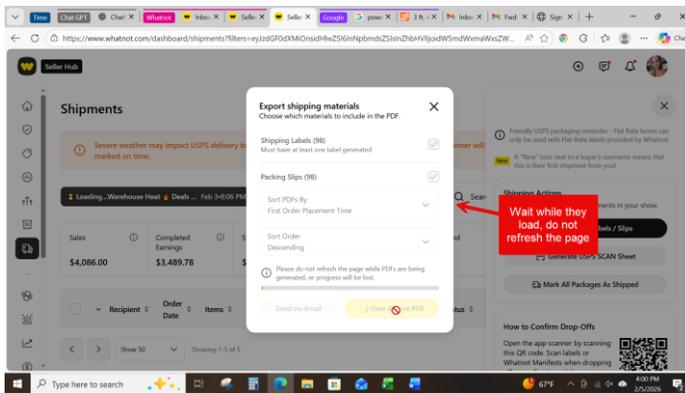


- Check **Shipping Labels**
- Check **Packing Slips**

4. Click **View & Print PDF**.



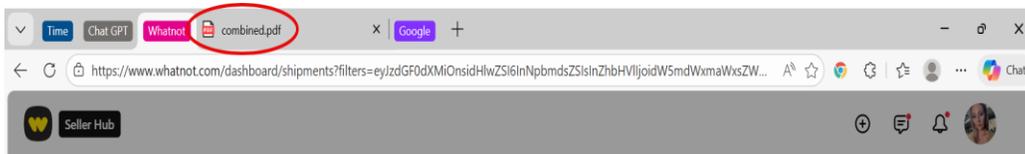
5. The box will gray out, and a loading bar will appear.



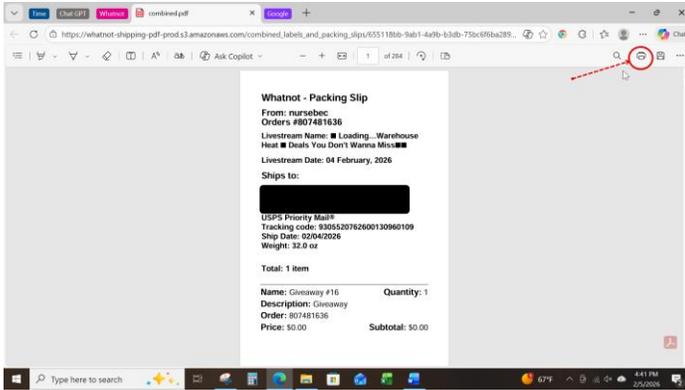
DO NOT REFRESH THE PAGE.

Step 5: Print Labels

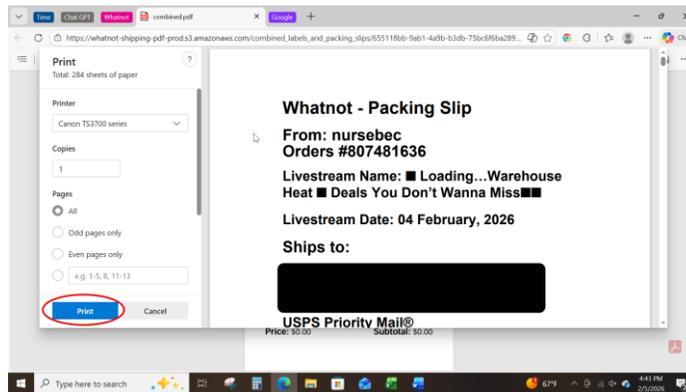
1. Once loaded, a **combined PDF** will open in a new tab, select the tab.



2. Click the **printer icon** in the upper-right corner.



3. The print screen will open.
 - **No changes are needed.**
 - Simply click **Print**.



4. As labels print, **guide them carefully** to ensure they stay in order.

Step 6: Finish

1. Once all labels have been printed successfully, click **Done**.

