



Powered by  bobgroup

# Get your **ship** together

The Bob Go checklist  
to streamline your  
shipping processes.



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# General shipping

To schedule daily collections during the busy season, send a request to the Bob Go support team by 17 November 2023.

Determine if and when daily truck collections are required and book as necessary with the Bob Go support team at least a week before BFCM.

Book regular once-off **truck** collections with the Bob Go support team 24 hours in advance.

Review the courier partners' [insurance](#) policies and [terms and conditions](#) well ahead of time.

Ensure you always print and have the driver sign a proof of collection. This will come in handy should you have any queries on late/missing parcels.

Always use a Bob Go-generated waybill for accurate tracking.

Confirm the correct [returns processes](#) to customers without a printer.

Only fulfill your parcels once they are packed to ensure that the parcels are ready when the driver arrives. This is where [packing slips](#) come in handy!

It is important to send all queries to the Bob Go support team, not to the couriers directly. Let us escalate and handle queries on your behalf.

Please make use of the correct channels to contact our support team. If you have any questions, complaints or queries, send them to our support team so that we can look into it.



# Packaging

Always ensure the correct waybill is on the right parcel to avoid any delivery mishaps.

Order courier stationery well ahead of time and make sure you're ordering from the correct couriers, based on who you're shipping with.

(Note: WumDrop does not have stationery)

Make sure you have enough packaging for the busy season and ensure that your packaging is good enough to withstand the rigours of transportation. This could save you time and money with claims for damaged parcels.

Remember to use fragile stickers if required. These can also be ordered from the couriers.



# Using Bob Go

Ensure that the correct contact information is added or updated on your merchant account for all courier and system communication.

Account limits should be reviewed and increases must be requested by 17 November 2023.

Make sure that your [tracking notification](#) settings are set up correctly.

Set up and check your predefined parcels to speed up your fulfilment processes. Review your custom packages and ensure that the correct dimensions have been added, as this can affect your shipping charges.

(Note: your default package size will be used to determine the rates displayed at checkout for [dynamic](#) or [courier rates](#)).

Always check parcel quantities before fulfilling! If the order requires more than one parcel, ensure that you [add additional parcels](#) during fulfillment.

Doublecheck and [geocode](#) delivery addresses before you fulfill to avoid delivery mishaps.

If you are using [dynamic rates](#), make sure that high risk areas and high surcharges are catered for.

Update the delivery times displayed at [rates at checkout](#) to match the extended delivery timelines provided by Bob Go. (ie. [express = 2-3 days](#))

Make sure you are on the right [plan](#)! If you require additional features, like dedicated support, remember to upgrade your plan.

To speed up your fulfilment processes, scale your shipping and make use of the [bulk tools](#) functionality.



Make use of [manifests](#) for faster collections.

Use [partial fulfillments](#) to fulfill the items you have in stock to get order out faster.

Utilise the rule engine to automate your fulfillment processes. This includes liability cover, parcels, courier service level selections, tagging of order and shipments.

Make use of the rule engine to apply liability cover to your orders when they are created on Bob Go. Other automations we recommend are setting predefined parcels, courier service level selections, and tagging orders and shipments.

If you are unsure of any Bob Go features or would like to improve your knowledge of the platform, attend the BFCM webinars on 14 and 16 November.





# Sales channels

If you have a WooCommerce sales channel, ensure that the correct item dimensions are set on your products.

Make sure the correct product volumetric weights are added on your Shopify sales channel.

Take into account that if you have multiple stock locations on your Shopify sales channel, you will be charged at checkout for multiple shipments to the delivery address based on the stock origin location.

Always test and review your rates at checkout.

