



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Order Receiving And Product Dispatch Procedures Training

Manufacturing, Engineering and Technology / Fabrication and Extraction

Unit Standard 110143 · NQF Level 3 · 8 Credits · 5 Days

COURSE OVERVIEW

This course equips learners with the skills to efficiently receive orders, verify incoming stock, and dispatch products accurately. It ensures compliance with organisational procedures and reduces errors in the supply chain, thereby enhancing customer satisfaction and operational efficiency.

Category	Manufacturing, Engineering and Technology
Subfield	Fabrication and Extraction
Unit Standard	110143
Accreditation	SAQA Accredited · NQF Level 3 · 8 Credits
Duration	5 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Apply correct procedures for receiving orders and verifying incoming stock against documentation.
- Demonstrate accurate product dispatch processes, including picking, packing, and loading.
- Analyze discrepancies in orders and implement corrective actions.
- Evaluate the effectiveness of receiving and dispatch procedures to suggest improvements.
- Implement safety and quality standards during all receiving and dispatch activities.

WHO SHOULD ATTEND

- Warehouse supervisors, inventory clerks, logistics coordinators, and any staff involved in order receiving and product dispatch processes.

COURSE OUTLINE

Day 1: Introduction to Order Receiving and Product Dispatch

- Overview of supply chain and logistics.
- Documentation: delivery notes, purchase orders, invoices.
- Roles of receiving clerk, dispatcher, and warehouse staff.
- Legal requirements: SAQA, OHS Act, and company policies.
- Safety in receiving and dispatch areas.
- Basic equipment and tools used.
- Communication with suppliers and carriers.
- Importance of accuracy and timeliness.

Day 2: Order Receiving Procedures

- Receiving process: scheduling, unloading, checking.
- Verification: quantity, description, condition.
- Inspection techniques for damage and quality.
- Handling discrepancies: short shipments, damages, overages.
- Documentation: signing delivery notes, raising non-conformance reports.
- Stock rotation: FIFO, FEFO.
- Labelling and binning.
- Use of technology: barcode scanners, ERP systems.

Day 3: Product Dispatch Procedures

- Dispatch planning: order consolidation, route planning.
- Picking methods: batch, zone, wave.
- Packing standards: packaging materials, protection.
- Dispatch documentation: picking slips, packing lists, waybills.
- Loading procedures: vehicle inspection, load securement.
- Carrier coordination: scheduling, paperwork handover.
- Customer communication: dispatch notifications.
- Compliance: dangerous goods, cold chain, weight limits.

Day 4: Quality Control, Returns, and Problem Solving

- Quality control points: incoming inspection, outgoing quality.
- Returns process: authorization, inspection, restocking.
- Handling customer complaints related to dispatch.
- Discrepancy resolution: claims, credit notes.
- Root cause analysis: 5 Whys, fishbone diagram.
- Inventory accuracy: cycle counts, adjustments.
- Documentation of returns and adjustments.
- Continuous improvement: feedback loops.

Day 5: Integration, Systems, and Best Practices

- WMS functionality: receiving, putaway, picking, shipping.
- Integration with procurement, sales, and finance.
- KPIs: accuracy, cycle time, productivity, damage rates.
- Reverse logistics: returns, recycling, disposal.
- Sustainability: reducing waste, green logistics.

- Best practices: housekeeping, standardization.
- Review of unit standard outcomes.
- Assessment preparation and practice.

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **8 NQF credits** at **NQF Level 3**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 23,000.00	R 23,000.00
1	In-House	R 29,900.00	R 29,900.00
1	On-Campus (Pretoria)	R 34,500.00	R 34,500.00

UPCOMING SESSIONS

Start	End	Method	Venue
03 Aug 2026	07 Aug 2026	On-Campus	Pretoria, South Africa
03 Aug 2026	07 Aug 2026	On-Campus	Dubai, UAE
03 Aug 2026	07 Aug 2026	On-Campus	Cape Town, South Africa
03 Aug 2026	07 Aug 2026	On-Campus	Mauritius
03 Aug 2026	07 Aug 2026	On-Campus	Johannesburg, South Africa
03 Aug 2026	07 Aug 2026	On-Campus	Lagos, Nigeria
10 Aug 2026	14 Aug 2026	On-Campus	Mauritius
10 Aug 2026	14 Aug 2026	On-Campus	Cape Town, South Africa

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 110143) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call +27 12 004 8389 or WhatsApp +27 65 077 6310 and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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