



## 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

# Outbound Order Checking and Verification

Services / Wholesale and Retail

Unit Standard 258219 · NQF Level 3 · 5 Credits · 2 Days

## COURSE OVERVIEW

This course equips learners with the skills to accurately check and verify outbound orders against customer requirements and company standards. Learners will understand the importance of order accuracy, quality control, and documentation in the supply chain process.

|                 |                                           |
|-----------------|-------------------------------------------|
| Category        | Services                                  |
| Subfield        | Wholesale and Retail                      |
| Unit Standard   | 258219                                    |
| Accreditation   | SAQA Accredited · NQF Level 3 · 5 Credits |
| Duration        | 2 days                                    |
| Training Method | Online, On-Campus, In-House               |
| Certificate     | Issued via AATICD LMS – verifiable online |

## LEARNING OUTCOMES

- Apply order verification procedures to match outbound orders with customer specifications and delivery notes.
- Demonstrate the ability to identify and report discrepancies in outbound orders.
- Implement quality control checks to ensure product condition and packaging meet company standards.
- Evaluate the accuracy of order documentation and make corrections as needed.
- Analyze the impact of incorrect outbound orders on customer satisfaction and business operations.

## WHO SHOULD ATTEND

- This course is designed for warehouse operators, logistics staff, order pickers, and supervisors responsible for verifying outbound orders before dispatch.

## COURSE OUTLINE

### Day 1: Fundamentals of Outbound Order Checking

- Introduction to outbound logistics and order verification
- Roles and responsibilities of the order checker
- Key documents: picking slips, delivery notes, invoices, and packing lists
- Step-by-step verification process: quantity, product code, condition, and packaging
- Common discrepancies: short-shipments, over-shipments, damages, and incorrect items
- Quality control standards and tolerance levels
- Documentation and recording of verification results
- Communication protocols for reporting discrepancies

### Day 2: Advanced Verification and Practical Integration

- Verification of specialized items: hazardous goods, perishables, high-value items
- Use of barcode scanners, RFID, and warehouse management systems (WMS)
- Handling returns and reverse logistics verification
- Problem-solving scenarios: partial orders, substitutions, and damaged goods
- Coordination with dispatch and loading teams
- Legal and compliance considerations (e.g., SARS, industry regulations)
- Continuous improvement and error reduction strategies
- Assessment and certification criteria

## 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 **5 NQF credits** at **NQF Level 3**.

## PRICING (PER DELEGATE, EX-VAT)

| Delegates | Training Method      | Price per Delegate | Total       |
|-----------|----------------------|--------------------|-------------|
| 1         | Online               | R 15,400.00        | R 15,400.00 |
| 1         | In-House             | R 20,000.00        | R 20,000.00 |
| 1         | On-Campus (Pretoria) | R 23,100.00        | R 23,100.00 |

## UPCOMING SESSIONS

| Start       | End         | Method    | Venue                   |
|-------------|-------------|-----------|-------------------------|
| 11 Aug 2026 | 12 Aug 2026 | On-Campus | Durban, South Africa    |
| 11 Aug 2026 | 12 Aug 2026 | On-Campus | Pretoria, South Africa  |
| 11 Aug 2026 | 12 Aug 2026 | On-Campus | Cape Town, South Africa |
| 13 Aug 2026 | 14 Aug 2026 | On-Campus | Abu Dhabi, UAE          |
| 13 Aug 2026 | 14 Aug 2026 | On-Campus | Dubai, UAE              |
| 13 Aug 2026 | 14 Aug 2026 | On-Campus | Mauritius               |
| 17 Aug 2026 | 18 Aug 2026 | On-Campus | Dubai, UAE              |
| 17 Aug 2026 | 18 Aug 2026 | On-Campus | Abu Dhabi, UAE          |

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](http://www.aaticd.co.za), open the page for this course (Unit Standard 258219) 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](mailto: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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