

KENYA OPERATIONS

Kenya fulfillment checklist

Pick, pack, dispatch, tracking, COD and returns — the working sequence used on Nairobi and upcountry orders. Route availability, storage arrangement and COD terms are confirmed per merchant before stock is sent.

1. Before you send stock

- Target market and delivery areas confirmed with MFT
- Product category checked against restricted / review list
- SKU list with unit and carton dimensions prepared
- Goods-in slot booked at the Nairobi facility
- Packing list issued with SKU codes and unit counts
- Named contact who can sign off a variance the same day

2. Goods-in and stock confirmation

- Cartons counted against the packing list on arrival
- Visible damage photographed and recorded before acceptance
- SKUs, variants and any batch or expiry fields mapped
- Opening available / damaged / quarantined balances acknowledged
- Variances resolved before the SKU is listed for sale

3. Order release

- Every order carries a unique reference
- SKU and quantity verified against on-hand stock
- Buyer phone number captured in international format
- Destination area checked against the Kenya coverage table
- Payment method (prepaid or COD) stated on the order
- Orders released before the daily Nairobi cut-off

4. Pick, pack and quality check

- Pick list matched line by line to the order
- Packaging specification applied
- Label shows destination area and order reference
- Fragile or high-value items handled to the agreed rule

5. Dispatch handover

- Nairobi metro loads on the daily run
- Upcountry destinations loaded on the scheduled route run
- Manifest reference recorded for the dispatch
- Failed or held parcels flagged the same day

6. Share tracking with the customer

- WhatsApp order confirmation sent to the buyer
- Delivery ping sent when the parcel is out for delivery
- Silent confirmations escalated to an agent call before release
- Sender name and template set agreed for your account

7. COD reconciliation

- Collections recorded per order in KES
- Cash and M-Pesa lines reconciled against the manifest
- Disputed lines raised against the daily reconciliation reference
- Settlement account and reconciliation owner confirmed

8. Returns and disputes

- Return reason recorded at the point of refusal or collection
- Wrong-item or damage claims supported with photographs
- Returned stock segregated from available stock on receipt
- Restock, quarantine or dispose only on a recorded instruction

Confirm your route before you ship: WhatsApp +1 289 969 7309 or request a Kenya fulfillment plan at mftfulfillmentcentre.com/quote. This checklist is operational guidance, not a service-level commitment.