

Date _____ Shift lead _____

Amazon account-health targets: Order defect rate below 1% · Late shipment rate below 4% · Pre-fulfillment cancel rate below 2.5% · Valid tracking rate above 95%

Start of shift

☐	Open Account Health and check the four targets above	
☐	Read new performance notifications and policy warnings	
☐	Read the previous shift's handover note	

Orders

☐	Review new orders and confirm stock for each one	
☐	Flag shortfalls and place purchase orders or contact suppliers	
☐	Buy shipping labels for every ready order (for example through Amazon Buy Shipping)	
☐	Ship every order within its handling time	

Carrier and tracking

☐	Hand parcels over with a carrier scan, and keep the handover receipt	
☐	Confirm tracking is uploaded for every shipped order	
☐	Check yesterday's shipments for tracking with no carrier scan, and chase them	

Customers

☐	Answer every buyer message (our team rule: within 24 hours)	
☐	Review returns, A-to-z claims and chargebacks, and respond	

Stock

☐	Record goods received against the purchase order and note shortages	
☐	Update inventory counts and check low-stock items	

End of shift

☐	Log every cancellation and its reason	
☐	Write the handover note: done, open, blocked	