

HOW TO AVOID KITTING PITFALLS

The popularity of kitting has grown by leaps and bounds during the pandemic, but the intricacies of the service and current supply chain issues have made the process difficult. Here are a few ways you can avoid common kitting pitfalls:



PRESENT ALL PRICING UP FRONT

Make sure you add up all the costs for the client from products to freight and all the charges in between so there are no surprises when the bill comes.



CHECK AND RE-CHECK CONTENTS

When kits must contain a particular shirt size or another item specific to each recipient, be sure to have a process that includes carefully checking the contents of each box before sending.



COORDINATE PRODUCT ARRIVALS

Work with all suppliers to ensure that, even with the current supply chain issues, each product will arrive early enough to get the gift packages assembled and shipped on time.



USE MULTIPLE SUPPLIERS WHEN NECESSARY

If a shortage of raw materials is preventing you from getting the entire quantity you need from one source, consider using two different companies that can produce the same product.



CONFIRM ADDRESSES

Check with clients that each address is the most up to date, then use address checking functions within shipping software and manual review to ensure no address elements are missing.



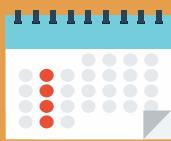
TALK TO CLIENTS ABOUT INTERNATIONAL SHIPPING

Some destinations may not be worth shipping to since costs can be extremely high. Suggest to your customer that the overseas recipients are given a gift card they can easily use from home.



ORDER EXTRAS

Ask the client to order 10 to 15 extras to be sent to their office. These can be sent by the client if the initial delivery doesn't arrive or if another size of apparel is needed.



PAD DATES

No one can anticipate every challenge that may arise, so prepare for the unexpected by padding shipping dates.



COMMUNICATE WITH CLIENTS

Let the customer know right away if you run into any issues during the process or if costs change so they can correctly set their expectations.