

ORDER-TO-DOOR CHECKLIST

Pre-shipment checklist for packing staff: perishable cheese

Print it. Post it at the packing station. Initial every shipment.

Facility: _____ Order #: _____ Ship date: _____ Packed by (initials): _____

1 ORDER IN

Before you touch the cheese

- ☐ **Ship-day check.** Monday, Tuesday or Wednesday only. Orders placed Thursday to Sunday wait in the cooler for Monday.
- ☐ **Weather check** at both ends. About 80°F or hotter: overnight service only, and hold soft cheese to that destination.
- ☐ **Destination state** checked against the manager's restriction list (raw milk cheese and other limits).
- ☐ **Address verified.** In May to September, choose Signature Required or Hold at Location.

2 RELEASE THE CHEESE

Is it cleared to ship?

- ☐ **Pull by lot.** Write every lot code here:

- ☐ **Raw milk cheese:** the aging log shows at least 60 days at 35°F or above since the make date. Day 59 does not ship.
- ☐ **Look and smell.** No slime, off odor, unexpected mold or damaged wrap. In doubt? Pull it and tell the manager.
- ☐ **Keep it cold.** Cheese stays in the cooler until the box is ready to close.

3 LABEL CHECK

Every package

- ☐ **Four basics:** name of the cheese, net weight in oz and g, ingredients, and maker name with city, state and ZIP.
- ☐ **Allergens:** milk named in the ingredients or a "Contains: Milk" line. Flavored cheese? Check for nuts, wheat and sesame.
- ☐ **Lot code** on the label matches the lot codes above. "Keep Refrigerated" is printed.
- ☐ **Raw milk statement** added if the destination state requires one.

4 BUILD THE BOX

Pack it right

- ☐ **Gel packs frozen solid**, not just cold. Amount per the At a Glance box below.
- ☐ **Insulated shipper** (1.5-inch foam walls or a tested equivalent) with a watertight liner and an absorbent pad.
- ☐ **Pack order:** liner, crinkle, hard cheese on the bottom, crinkle, soft cheese above, crinkle, gel packs on top.
- ☐ **Packing slip inside** with address, ship date, product, quantity and lot codes. File a copy. Add the storage card.
- ☐ **Outside label:** "Perishable: Refrigerate on Arrival." Seal the box.

5 HAND-OFF

Get it to the carrier

- ☐ **Service:** overnight is the default. Two-day only for aged hard cheese, only if tested, and only Monday or Tuesday.
- ☐ **Same-day pickup.** Missed the carrier? The box goes back in the cooler and gets fresh gel packs tomorrow.
- ☐ **Tracking number** recorded here, then emailed to the customer with the arrival date:

6 AFTER IT SHIPS

Close the loop

- ☐ **Log it today:** ship date, lot codes, tracking number and customer in the order file.
- ☐ **Delay or weather hold?** Tell the customer the same day. If you cannot be sure it stayed cold, replace it.
- ☐ **Illness or a bad box reported?** Stop shipping that lot and call the manager at once.

Notes (arrival temperatures, issues, who you called):

AT A GLANCE

SHIP DAYS

Monday to Wednesday. Two-day service: Monday and Tuesday only. Thursday to Sunday orders wait for Monday.

COLD TARGETS

Soft cheese should arrive at or below 41°F (FDA Food Code). Penn State Extension suggests 35°F. Verify with a temperature data logger.

GEL PACKS (START HERE)

Cool or mild weather: 1 lb per 2 lb of cheese. Hot (about 80°F+): about 1 lb per 1 lb. Adjust after test shipments.

CALL THE MANAGER IF

Off smell or slime. Missing lot code. Unknown allergen. Gel packs not frozen. Raw milk cheese is under 60 days. Anyone reports illness.

Manager phone: _____

Carrier pickup cutoff: _____