

# ■ CARRIER SCAN TIMING CHECKLIST

## Prevent the 9-Hour Trap That Hit 31,000 Sellers

### CONTEXT:

After Nov 4, 2024, TikTok measures Late Dispatch Rate by carrier SCAN time (In Transit), not tracking upload (Ready to Ship). This checklist ensures carrier scans land before your 11:59 PM PST deadline.

### SECTION 1: BEFORE PRINTING LABELS (24+ Hours Before Deadline)

- Calculate exact deadline (not just '2 days')
- Verify deadline accounts for weekends & holidays
- Check carrier historical scan timing (past 10 orders)
- Confirm pickup schedule or counter hours
- Set internal deadline 6-12 hours BEFORE TikTok's 11:59 PM PST cutoff

### SECTION 2: LABEL PRINTING DAY (Deadline Day)

- Print labels by 2PM local (or earlier if deadline is today)
- NO 'end of day' pickup if deadline <12hrs
- For deadline-day orders: Use staffed counters, NOT drop boxes
- Get pickup receipt with timestamp
- Photo packaged orders with timestamp (appeal evidence)

### SECTION 3: CARRIER HANDOFF (Critical Window)

- Scheduled pickup: Driver arrives 3+ hrs before deadline
- Drop-off: Use retail counters (not drop boxes)
- Confirm driver scans in your presence
- Request pickup manifest with IDs and scan time
- If pickup delayed, switch to emergency retail drop-off

### SECTION 4: POST-HANDOFF MONITORING (0-4 Hours After Deadline)

- Refresh TikTok Seller Center: Verify 'In Transit'
- If still 'Ready to Ship' after 1hr, contact carrier
- Check carrier tracking: Confirm scan timestamp
- If late: Document for appeal
- Save screenshots showing upload time vs scan time

### ■ RED FLAGS (Cancel scheduled pickup if ANY apply):

- Deadline <8hrs & carrier hasn't arrived
- Carrier has late scan history
- Holiday/weather delays
- 'End of day' pickup without specific time
- Using drop box for deadline-day orders

### ■ EMERGENCY PROTOCOL (Deadline <4 Hours):

1. Skip scheduled pickup → Drive to carrier retail location
2. Use staffed counter (UPS Store, FedEx Office, USPS retail)
3. Request immediate acceptance scan
4. Get timestamped receipt
5. Verify 'In Transit' status in Seller Center within 30 min

### ■■ CRITICAL:

'Tracking uploaded ■' is NOT the same as 'In Transit ✓'. Your order is only compliant when the carrier scans it into their system BEFORE 11:59 PM PST on your deadline day. A scan that lands 9 hours after deadline = same penalty as 3 days late.