

Task Request

Special order request that fall outside our standard workflows.

- [Disassemble & Ship Component](#)

Disassemble & Ship Component

Purpose

This SOP establishes the process for converting assembled products into individual component inventory. Following this procedure ensures components are received into their assigned SKUs before customer orders are fulfilled, resulting in accurate inventory, faster order processing, and complete inventory traceability.

Responsibility

Role	Responsibility
Client	Submit the disassembly request and subsequent customer order.
Warehouse Staff	Pick inventory, disassemble products, receive components into inventory, and complete fulfillment.
Warehouse Lead	Resolve inventory discrepancies or exceptions when required.
Warehouse Lead	Apply applicable warehouse service charges.

Important Notes Before Starting

- Components must never be stored under the assembled product SKU after disassembly.
- Every component must be received into its assigned inventory SKU before customer fulfillment begins.
- Verify the assembled SKU before removing inventory.
- Reference images may be attached to assist with product identification.
- If a required component SKU does not exist, stop processing and notify a warehouse lead before continuing.
 - Warehouse lead must evaluate component and create a new SKU for component.

Procedure

Step 1 – Request Disassembly

Create an **Outbound Shipment** and name it:

Task: Disassemble Request

Include the following:

- The SKU of the assembled product (e.g., charger) you would like disassembled.
- The quantity of units to disassemble.
- Any additional notes or special instructions, if applicable.

Once submitted, our warehouse team will:

- Pick the requested assembled units from inventory.
- Disassemble each unit into its individual components.
- Receive each component into its assigned SKU.
- Put away the newly created component inventory, making it immediately available for future orders.

Step 2 – Submit Your Customer Order

After the disassembly request has been completed, create a new **Outbound Shipment** for your customer.

Include the following:

- The component SKU(s) and quantity required.
- Any additional shipping or packing instructions, if needed.

Our warehouse team will then pick, pack, and ship the order using the requested component SKUs.

Reference images may be included with either request to help identify the product or its components.

Charges

The following warehouse service will apply to each disassembly request:

- **Special Order Fee** / Per Request
- **Picking Fee** / Per Unit Picked
- **Labeling Fee** / Per Unit Label for inventory
- **Restock Fee** / Per Unit Restock to Inventory

Please refer to pricing sheet for prices.

Common Mistakes to Avoid

- Do not fulfill customer orders directly from partially disassembled products.
- Do not store loose components under the assembled product SKU or an Unsellable (ULN) SKU.
- Do not skip receiving components into their assigned inventory SKUs.
- Do not process the customer's outbound shipment until the disassembly request has been completed.
- Do not forget to apply the required warehouse service charges.