

STRICT SHIPPING

Strict Shipping

Pallet photos required before shipping

Strict Shipping makes a photo of every shipping pallet mandatory before any order line on that pallet can be marked Shipped. This guide covers what changes for the warehouse and desk teams, how to capture the photo in the Easy3PL app and on the web, and how the rule is enabled on a server.

USE IT WHEN

Your client or carrier requires photo proof that the right pallet left the dock.

WHO IT AFFECTS

Everyone who marks order lines Shipped, in the app and on the web.

CORE RULE

One photo per Shipping Pallet number, covering every line on that pallet.

WHAT YOU NEED

A phone or browser camera, plus the pallet number assigned to the line.

What this guide covers

- What changes when Strict Shipping is on, and what it never blocks.
- Capturing pallet photos in the Easy3PL mobile app.
- Capturing pallet photos from the web Orders screen.
- Enabling the rule on a server and rolling it out to the team.
- Answers to the questions warehouse teams ask first.

QUICK SUMMARY

Strict Shipping does not change picking, pallet assignment, label printing, or barcode scanning. It only blocks the final step - marking a line Shipped - until the pallet has a photo.

WHERE TO GO NEXT**Warehouse team**

Capture the pallet photo in the app - page 3.

Desk team

Capture the pallet photo on the web - page 4.

Administrators

Turn the rule on and roll it out - page 5.

Questions about your setup, the camera, or a pallet that will not ship? Start with your Easy3PL administrator.

What Strict Shipping Changes

Strict Shipping is a per-server setting. When it is on, the pallet photo stops being optional and becomes part of the shipping checklist.

WHEN STRICT SHIPPING IS ON

- A shipping pallet needs at least one captured photo before any line on that pallet can be marked Shipped.
- The block happens at the ship step: the app disables the Ship button, the web dialog lists the pallets that need a photo, and the server rejects the change if it is attempted anyway.
- One photo per pallet number is enough, even when that pallet holds several order lines.
- Photos are stored with the order, and each capture is written to the order history with the name of the user who took it.
- The rule applies to every user, including administrators, in the app and on the web.

WHEN STRICT SHIPPING IS OFF (DEFAULT)

- Shipping a line still requires Picked status, an assigned pallet number, and a scanned pallet barcode.
- The pallet photo stays optional. Users can still capture one, and it is still stored on the order.
- Nothing else changes for existing orders, labels, reports, or integrations.
- Servers that do not define the setting behave exactly as they do today.

WHAT IT NEVER BLOCKS

- Picking an order line
- Assigning a pallet number
- Printing shipping pallet labels
- Scanning the pallet barcode

KEEP IN MIND: PALLET SWAPS CLEAR THE PHOTO

Photos are tied to the shipping pallet number. If a line is moved to a different pallet number, the previous photo is removed with it, so the new pallet needs its own capture before the line can ship.

Capturing The Photo: Easy3PL App

Warehouse users capture the pallet photo on the same line they are shipping. The photo button lives next to the pallet number.

1

Find the order

Open Shipping, look up the order, and filter the lines to Picked so the work you can ship is at the top.

2

Assign the shipping pallet number

Tap Assign Shipping Pallet # on the line and enter the pallet number for this load.

3

Print the label and scan the pallet

Print the shipping pallet label, then scan the pallet barcode so the line shows Scanned.

4

Capture the pallet photo

Tap the camera button on the line and take the photo of the loaded pallet. The tooltip reads "Capture outgoing shipping pallet photo", and the camera turns green once a photo exists for that pallet.

5

Ship the line

Tap Ship, confirm the ship date, and the line is marked Shipped with its photo on file.

IF THE PHOTO IS MISSING

The line shows "Capture a photo of Shipping Pallet #0001 before shipping this line." and the Ship button stays disabled. Tap the camera button, capture the photo, and ship the line.

ONE CAPTURE COVERS THE WHOLE PALLET

If pallet 0001 has five order lines on it, one photo taken from any of those lines releases all five when they are shipped.

Capturing The Photo: Easy3PL Web

Desk users work from the same Orders screen they already use. The photo column in the line items grid takes the capture.

1

Open the order

Go to Orders, open the order you are shipping, and stay on the Items tab where the line items grid is shown.

2

Find the shipping pallet photo column

Each line has a Shipping Pallet Photo column. A camera icon means no photo has been captured for that pallet yet, and a red cell with a Photo required badge means that pallet needs its photo before the line can ship.

3

Capture or choose the photo

Click the camera icon to take a photo on a camera-enabled device or pick an image file. The photo uploads to the order right away.

4

Confirm the photo is stored

The column then shows the photo thumbnail. Hover it to see the captured date and time.

5

Mark the line Shipped

Select the line, open Change Item Status, and choose Shipped. If a pallet still needs a photo, the dialog shows a Shipping pallet photo required warning and lists those pallets, and the change is held until the photo is captured.

IF THE PHOTO IS MISSING

The Change Item Status dialog blocks the change with "Capture a photo for Shipping Pallet #0001 before marking this line Shipped." Capture the photo from the line item photo cell, then apply the status change again.

PHOTOS FOLLOW THE PALLET NUMBER

Strict Shipping checks the pallet number, not the individual line. A photo captured on any line of pallet 0001 satisfies every line on that pallet.

Enabling It And Questions To Expect

Strict Shipping is switched on by the Easy3PL server team. Warehouse users do not turn it on or off.

FOR THE SERVER TEAM

- Add STRICT_SHIPPING=1 to the server .env file, for example /opt/easy3pl/.env.
- Restart the Easy3PL process on that host so the setting is loaded.
- Set STRICT_SHIPPING=0, or remove the line, to turn strict shipping back off.
- Accepted values are 1, true, yes, or on. Anything else, or no value at all, means off.
- The setting is per server, so enabling it covers every client shipping from that host.

ROLLOUT CHECKLIST

- Confirm shipping pallet numbers are assigned before the ship step, as they already should be.
- Make sure warehouse phones can reach the camera and browsers are allowed camera access.
- Show users the camera button on the line they are shipping, and the green state once a photo exists.
- Test with one order: ship a line that has a photo, then confirm a line without one is blocked.

QUESTIONS WAREHOUSE TEAMS ASK

Do we need one photo per line item?

No. One photo per shipping pallet number covers every order line on that pallet.

Can an administrator ship a pallet without the photo?

No. Strict Shipping applies to everyone, including administrators.

What happens if the pallet number changes after the photo is taken?

The old photo belongs to the old pallet number and is cleared on reassignment. Capture a new photo for the new pallet number.

Does this apply to eOrders?

No. Strict Shipping covers order lines that ship on pallets. eOrder fulfillment has its own shipping flow and no pallet number.

Where are the photos kept?

With the order, next to the other order attachments, and the capture is written into the order history with the user name.

Do users have to capture a brand new photo each time?

Any photo already captured for that pallet number counts. Users can retake it whenever they want a clearer image.