Split Order Item Reconciliation

One delivered package does not close every order line.

Match each status to the item and evidence it describes.

Hypothetical example: an adult checks two delivered items, keeps the third line assigned to its separate shipment, and records the seller response before calling the whole order reconciled.

01 List the order

Record original line items and identified shipments.

Order reference and private record location

Item names and quantities

Shipment information supplied

02 Check each delivery

Match actual contents to the corresponding order lines.

Package and receipt date

Items and quantities actually checked

Wrong, damaged or missing detail

Split Order Item Reconciliation / Review & follow-through

03 Keep open lines visible

Give each unfinished item a precise current status.

Unfinished item and current evidence

Expected date versus actual receipt

Seller question and known contact route

04 Reconcile the outcome

Record completed outcomes and assign any remaining question.

Items received or documented resolution

Refund or cancellation still only requested

Responsible adult and next review