

Provider Name: _____

Fulfillment Provider Questionnaire

Checklist Items	Yes	No	Comments
RELIABLE:			
Do you offer an Order Accuracy Guarantee ?			
If you make an error on an order, will you pay an error penalty fee on top of correcting the mistake?			
Do you offer flexible pricing plans that can be tailored to my business needs?			
Do you have a free 30-Day unconditional trial period ?			
Do you offer free account setup ?			
Do you offer free system integration ?			
Do you have a “ no hidden fees ” policy?			
Do you have web-based business monitoring and reports?			
Do you offer multiple shipping carriers to choose from?			
Do you provide international shipping ?			
Do you provide shipping discounts ?			
Do you have a backup power generator so the facility and systems are always on-line?			
Have you tested your backup power generator within the last 6 months?			
Do you have a Technology Team available to resolve any system or technology issues?			
Do you offer value-add services including kitting, labeling, inserts, etc.?			
Do you provide Inventory Management and Control services?			
Do you offer free SKU Management ?			
Do you have a policy on inventory shrinkage or damage ?			

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Do you provide shipment email confirmations for my customers?			
Do your shipment email confirmations contain tracking information?			
If any of my inventory is lost or damaged, will you reimburse me for the cost of that inventory?			
Do you offer free Account Management ?			
Do you offer an Inventory Accuracy Guarantee ?			
Do you have a customizable ERP system with easy integration capability?			
Do you have multiple internet service provider backups for continuous information flow?			
Do you have a wireless ISP as a backup ?			
Have you tested your ISP backups within the last 6 months?			
Do you offer flexible, custom solutions tailored to my specific business needs?			
Do you offer Returns processing services?			
Do you have off-site data servers with access via multiple backup service providers?			
Do you offer a selection of cutoff times for order processing?			
Do you offer an Order Processing Guarantee ?			
If you don't ship an order on time, will you pay a penalty fee for your mistake?			
Do you have a no long-term contract agreement?			
Do you offer a 100% no data loss Guarantee ?			
Is inventory received within one business day ?			
Do you offer a Receiving Guarantee ?			
If you don't receive a shipment into inventory on time, will you pay a penalty fee for your mistake?			
Do you offer flexible inventory storage pricing options based on palletized or non-palletized items?			
Is your staff incentivized to meet or exceed certain performance metrics?			

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SECURE:

Does your facility have a 24-hour monitored security camera system ?			
Is the facility climate-controlled ?			
Does your facility security system have multiple power source backups ?			
Do you have metal detectors at all ingress and egress locations?			
Do you have website security with 100% uptime?			
Does your system allow user-specific, permission-based login to business account information?			
Does your facility have 24-hour camera coverage of every square foot of operation?			
Is the security camera coverage recorded and stored ?			
Does your facility have an individualized access control system with on-site management?			
Do you do full background checks on your employees?			
Do you have multiple redundant security systems ?			
Do you offer fenced or gated secure inventory storage areas?			
Do clients have access to your facility for visits?			

FAST:

Do you offer same business day order processing with a cutoff of 5pm EST ?			
Do you reach over 70% of Americans within 2 days via ground shipping from your facility?			
Do you reach over 80% of Americans within 3 days via ground shipping from your facility?			
Do you have customer service response via phone or a 24/7 support ticket system?			
Do you have a fast and easy way to communicate with your clients ?			

Checklist Items Total			
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