

Fulfillment Provider Questionnaire

Checklist Items	Yes	No	Comments
RELIABLE:			
Do you offer an Order Accuracy Guarantee ?	X		If we ship an order incorrectly, you will not pay the fulfillment fees and we'll fix it at our cost.
If you make an error on an order, will you pay an error penalty fee on top of correcting the mistake?	X		We pay \$50 penalty to our clients for any package that ships incorrectly.
Do you offer flexible pricing plans that can be tailored to my business needs?	X		
Do you have a free 30-Day unconditional trial period ?	X		
Do you offer free account setup ?	X		
Do you offer free system integration ?	X		
Do you have a " no hidden fees " policy?	X		
Do you have web-based business monitoring and reports?	X		Our WMS is entirely web-based and can be accessed anywhere you have a web browser.
Do you offer multiple shipping carriers to choose from?	X		Carriers include FedEx, UPS and USPS.
Do you provide international shipping ?	X		
Do you provide shipping discounts ?	X		
Do you have a backup power generator so the facility and systems are always on-line?	X		Generac Commercial Series 150kW Standby Generator (277/480V - Natural Gas)
Have you tested your backup power generator within the last 6 months?	X		It runs automatically once per week to test the systems and ensure functionality.
Do you have a Technology Team available to resolve any system or technology issues?	X		
Do you offer value-add services including kitting, labeling, inserts, etc.?	X		
Do you provide Inventory Management and Control services?	X		
Do you offer free SKU Management ?	X		
Do you have a policy on inventory shrinkage or damage ?	X		We don't believe in "shrinkage allowances". Caring for your inventory is our responsibility.

Do you provide shipment email confirmations for my customers?	X	
Do your shipment email confirmations contain tracking information?	X	
If any of my inventory is lost or damaged, will you reimburse me for the cost of that inventory?	X	If we lose it or damage it, we reimburse you at 100% of your cost.
Do you offer free Account Management ?	X	
Do you offer an Inventory Accuracy Guarantee ?	X	If you oversell an item because of an inventory inaccuracy, we'll pay you \$50 for the error.
Do you have a customizable ERP system with easy integration capability?	X	
Do you have multiple internet service provider backups for continuous information flow?	X	We maintain three active ISP accounts to provide the highest level of service.
Do you have a wireless ISP as a backup ?	X	Verizon Wireless 4G.
Have you tested your ISP backups within the last 6 months?	X	
Do you offer flexible, custom solutions tailored to my specific business needs?	X	
Do you offer Returns processing services?	X	
Do you have off-site data servers with access via multiple backup service providers?	X	
Do you offer a selection of cutoff times for order processing?	X	We offer three cutoff time service levels with two same-day cutoff time options (3 PM/5 PM).
Do you offer an Order Processing Guarantee ?	X	If an order does not ship on the target ship date, you will not pay the fulfillment fees.
If you don't ship an order on time, will you pay a penalty fee for your mistake?	X	We pay \$50 penalty to our clients for any order that doesn't ship on time.
Do you have a no long-term contract agreement?	X	We believe in earning your business every month.
Do you offer a 100% no data loss Guarantee ?	X	
Is inventory received within one business day ?	X	We average 17.5 hours Dock-to-Shelf cycle time.
Do you offer a Receiving Guarantee ?	X	We guarantee 48-hour Dock-to-Shelf cycle time.
If you don't receive a shipment into inventory on time, will you pay a penalty fee for your mistake?	X	We pay \$50 penalty to our clients for any delivery that is not received and ready to sell within 48-hours of arriving at our facility.
Do you offer flexible inventory storage pricing options based on palletized or non-palletized items?	X	
Is your staff incentivized to meet or exceed certain performance metrics?	X	

SECURE:		
Does your facility have a 24-hour monitored security camera system ?	X	
Is the facility climate-controlled ?	X	
Does your facility security system have multiple power source backups ?	X	
Do you have metal detectors at all ingress and egress locations?	X	
Do you have website security with 100% uptime ?	X	
Does your system allow user-specific, permission-based login to business account information?	X	
Does your facility have 24-hour camera coverage of every square foot of operation?	X	
Is the security camera coverage recorded and stored ?	X	
Does your facility have an individualized access control system with on-site management?	X	
Do you do full background checks on your employees?	X	
Do you have multiple redundant security systems ?	X	Security includes monitored external cameras and interior motion detection.
Do you offer fenced or gated secure inventory storage areas?		X Not currently, but we are willing to install for a client that requires such storage.
Do clients have access to your facility for visits?	X	We ask that you give us 24-hour notice.
FAST:		
Do you offer same business day order processing with a cutoff of 5pm EST ?	X	
Do you reach over 70% of Americans within 2 days via ground shipping from your facility?	X	71% of Americans can be reached from our facility within 2 days via ground shipping.
Do you reach over 80% of Americans within 3 days via ground shipping from your facility?	X	80% of Americans can be reached from our facility within 3 days via ground shipping.
Do you have customer service response via phone or a 24/7 support ticket system?	X	
Do you have a fast and easy way to communicate with your clients ?	X	We can be reached by phone at (800) 815-7824, or issues can be reported 24/7 via email to our departmental managers.
Checklist Items Total	56	1 Reliable. Secure. Fast...Guaranteed