

# Fulfillment Company Interview and Checklist

When choosing a fulfillment company, it's important to know your requirements, and to understand whether a particular company can meet your needs. Use the following set of questions as a guide for interviewing potential fulfillment companies. After the questions, you will also find a checklist that will help you determine what your needs are.

## Company Background

1. How many years have you been in business?
2. Describe the industry experience of the members of your management team?
3. What is the average length of service for your employees?
4. What order volume do you transact – both on average and during our peak seasons?
5. Is your warehouse bonded?
6. Do you insure the materials stored in the warehouse, and at what dollar level?

## About Their Clients

7. How many clients do you support, and how many clients are you supporting who require the same services which we need?

## Storage Facility

8. How long have you been at your current location, how many locations do you operate, and where are they?
9. What security measures do you have in place on your facility?

## Service Details

10. How are your shipping charges calculated? Do you pass along a discounted rate for major carriers (UPS, FedEx, DHL)?
11. What is your average order turn around time?
12. Do you offer same day shipment, and do you have an order cut off time for same day shipment?
13. Do you accommodate emergency shipments for orders received after the cut off time which must be shipped the same day?
14. What is your turn around time for inbound material receipts?
15. What is your shipment accuracy standard, and do you guarantee your shipment accuracy? What is the guarantee?

16. What is your inventory accuracy standard, and do you guarantee your inventory accuracy?  
 What is the guarantee?

**Technology**

- 17. How do you receive and transmit data to and from our systems?
- 18. How do we interact with your systems to check orders, inventory, etc?
- 19. How often do you back up your transaction data?
- 20. Do you have a system disaster recovery plan, and what is it?
- 21. And finally, can you provide references for your service?

Service	Required	Nice to Have	Not Needed
Same Day Shipping			
Emergency Same Day Shipping			
Electronic Transmission of Order Data			
Electronic Transmission of Shipment Status/Tracking			
Web-Based Interface for Orders and Inventory			
Shipment via Specific Carriers			
Call Center Services			
Live Help / Online Chat			
Customer Service Email			
Guaranteed Shipment Accuracy			
Guaranteed Inventory Accuracy			
Secure Storage Facility			
Insurance Coverage on Goods			
Kitting and/or Assembly			
Gift Wrap or Gift Card Services			

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