

Questions to Consider When Outsourcing Fulfillment

1. What's are the typical components of fulfillment pricing?
 - a. Pick and Pack, Receiving, Storage, Packaging, Shipping, Customer Service
 - i. What is included with each of these services?
 - b. Are fulfillment costs charged on a per order basis or based on time?
 - c. Do fulfillment costs go up if the number of products I have in the box increases?
 - d. How does customization effect my fulfillment costs? Does everyone need to get identical boxes each month?
 - e. What are typical billing terms offered by fulfillment partners?
2. Order receipt and processing
 - a. What shopping carts do fulfillment centers integrate with? How do I share order data with fulfillment partners?
3. Operations
 - a. How far in advance do products need to get to the warehouse to be packaged?
4. Receiving
 - a. If my suppliers ship directly to a fulfillment center, how do I know I am not shorted or product is damaged?
5. Picking and assembly/kitting
 - a. What will the warehouse do with leftover product?
 - b. How is storage calculated and charged for?
6. Shipping
 - a. What options do fulfillment centers offer for shipping?
 - b. Can the warehouse ship internationally, and help with the necessary paperwork?
 - i. Canada is an international destination
7. Returns
 - a. How are returns handled at a fulfillment warehouse? What is the cost? How am I notified?
 - b. What happens when a customer receives the wrong product?
8. Support and data
 - a. What level of customer support can I expect? Is it included?
9. Will the 3PL take calls from my customers with questions about order status? At What cost?
10. What daily activity reporting can I expect?
 - a. How will I be notified of missing or low inventory levels?