

## Logistics Key Questions to Ask Providers

### Company

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| <ol style="list-style-type: none"> <li>1. How long have you been in this business?</li> <li>2. What size or types of clients fall into your “sweet spot”?</li> <li>3. What type of products fall into your “sweet spot”?</li> </ol> | <ol style="list-style-type: none"> <li>4. What peripheral or supporting services do you offer (e.g., technology, process analysis, transportation)?</li> <li>5. Who are your current partners? Who have you worked with in the past?</li> </ol> |
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### Products/Services

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| <ol style="list-style-type: none"> <li>1. What type of training do you provide?</li> <li>2. What support services are available?             <ol style="list-style-type: none"> <li>a. Are there human beings I can reach during reasonable hours (chat or phone) or do I have to wait over 24 hours for an email response or callback?</li> <li>b. Is your support team located in the US?</li> <li>c. What is your SLA for support issues?</li> </ol> </li> <li>3. Do you have a support knowledgebase, community forum, or applications that are shared by customers?</li> <li>4. If you provide fulfillment services, where are your distribution centers?</li> <li>5. If you provide fulfillment services, are there any types of products that you can't fulfill?</li> </ol> | <ol style="list-style-type: none"> <li>6. Which third party product technology eCommerce platform providers have you worked with in the past? Do you have your own?</li> <li>7. Which third-party product technology Order Management System platform providers have you worked with in the past? Do you have your own?</li> <li>8. If you provide Call Center services, what are your minimums? What type of skill sets (up-sell, support, moderation) do your reps have?</li> <li>9. Do you provide customs brokerage, duties, taxes and export management for international shopping? How do you handle this? Is this managed in-house or through a partner?</li> </ol> |
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### Features

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| <ol style="list-style-type: none"> <li>1. What key features are included in your solution?             <ol style="list-style-type: none"> <li>a. What features are currently missing, on your roadmap, does management love?</li> </ol> </li> <li>2. What is your product's competitive advantage over other packages? Why?</li> <li>3. Do you and how do you support various order sourcing strategies? Drop-ship networks? Splitting of palettes?</li> <li>4. How do you support fulfillment functionality?</li> <li>5. How do you support RFID technology?</li> <li>6. Do you and how do you support a third party model versus a private warehouse model?</li> </ol> | <ol style="list-style-type: none"> <li>7. Do you and how do you support on-line packaging?</li> <li>8. How does your platform integrate with other Order Management Systems, including back-office systems, other online shopping channels and/or point solutions?</li> <li>9. Do you have a management console?             <ol style="list-style-type: none"> <li>a. What can I do with it? Is it web-based, application-based, other?</li> <li>b. Does it include reporting and a dashboard?</li> <li>c. Please describe your reporting capabilities and provide a list of standard reports.</li> </ol> </li> </ol> |
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### Pricing

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| <ol style="list-style-type: none"> <li>1. How do you price your services? Based on Revenue or per activity?</li> <li>2. What are your specific price drivers?</li> </ol> | <ol style="list-style-type: none"> <li>3. Are there any hidden fees (e.g., implementation, transaction costs, revenue sharing)?</li> <li>4. What's the length of a typical deal/contract?</li> </ol> |
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