

## Shipping 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. How many clients have you sold? Lost? Why?</li> <li>3. What size or types of clients 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, fulfillment, packaging, reporting)?</li> </ol> |
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### Products/Services

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| <ol style="list-style-type: none"> <li>1. What information do you need from my company to implement your solution?</li> <li>2. What optional services do you provide as part of your solution?</li> <li>3. How long to integrate to your solution? What skills does my organization (or hired third party) need to integrate this solution into our business?</li> <li>4. What is your process for working with a third-party technology eCommerce provider?</li> </ol> | <ol style="list-style-type: none"> <li>5. What is the process of getting our products from our distribution centers to your shipping facilities?</li> <li>6. Is there a minimum amount of items needed to schedule multiple pick-ups at our distribution facilities?</li> <li>7. Do you offer any type of packaging services?</li> <li>8. Are there any types of products that you will not ship?</li> </ol> |
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### Features

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| <ol style="list-style-type: none"> <li>1. Do you have a solution that I can integrate with my eCommerce site to calculate shipping? What information and data is needed? Does it calculate real-time shipping?</li> <li>2. What type of tracking information do you provide as part of your service?</li> <li>3. If you do provide tracking information, how soon is it available? What is the process for the customer to review the tracking information?</li> <li>4. Does it provide updates to shipping times via the integration? What else does the integration provide me?</li> <li>5. Do you have multiple delivery times for your overnight or 2-day services? If so, what are the price differences?</li> </ol> | <ol style="list-style-type: none"> <li>6. What is your cut-off time for your overnight services? How do holidays affect this schedule?</li> <li>7. Do you have type of invoice auditing process?</li> <li>8. How does a customer inquire about their order?             <ol style="list-style-type: none"> <li>a. What is the process if there is a lost shipment? For tracking it? Who is ultimately responsible?</li> </ol> </li> <li>9. Do you offer any type of services to optimize the shipping process? To minimize the shipping costs?</li> <li>10. What type of reporting do you have in place to monitor my shipping process?</li> <li>11. Do you have any type of analytic reporting?</li> </ol> |
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### Pricing

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| <ol style="list-style-type: none"> <li>1. What is your pricing model for your solution? Do you offer any type of flat-fee pricing?</li> <li>2. Do you offer consolidated package pricing for same day/location shipments?</li> <li>3. Are there volume discounts for your shipping fees? Are there ways to reduce the costs of shipping?</li> </ol> | <ol style="list-style-type: none"> <li>4. Are there any hidden fees (e.g., implementation, transaction costs, handling)?</li> </ol> |
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