



TAYLOR LOGISTICS INC.

FULFILLMENT QUESTIONNAIRE



Partner With Taylor

Looking for a new fulfillment partner for your growing business? You probably realize how important it is to make the right decision. After all, your business can sell a highly coveted product, promoted by a world-class marketing team, through a beautifully designed website, with unprecedented customer service. But without an exceptional fulfillment provider, that value cannot be delivered to your customers.

Taylor understands this better than most. Our company was built out of necessity when the owners of a successful eCommerce company switched fulfillment providers three times and still couldn't find a fulfillment partner who could meet their expectations. We also understand that we're not going to be the best fit for every eCommerce business out there, but if we can at least help you learn from our mistakes, that's a win in our book!

We created the following questionnaire after our experience interviewing numerous potential fulfillment providers. This framework should serve as an aid to your team. This questionnaire covers important factors such as company alignment, capabilities, and pricing, while also bringing light to a few more detailed topics that should be discussed.

Some Questions For You!

Business Name:

Your Name:

Business Location/Address:

Email Address:

Phone Number

Business/Service Needs Understanding

What do you hope to accomplish by outsourcing your order fulfillment?

What percentage of your business is B2B to B2C/D2C?

Do you have any specific needs or concerns that you need help addressing?

What is your timeline for making a decision?

Product Understanding | Are you selling apparel or premium gin? Power tools with lithium-ion batteries, or high-end chocolate bars? It seems simple, but think about your product line's unique aspects compared to everything else that's sold online, & the capabilities/processes that your new fulfillment provider will need to deploy.

Tell us about the product we would be storing and fulfilling for you.

How many unique items (SKUs) will you be storing in our facility(ies)?

Do your products have UPC barcodes, manufacturer's labels or other means of identification?

We have an In-Store Design Team for your kitting & packaging needs. Is this a service you might want to discuss?

Does your inventory include any items that require special handling or storage such as glass, batteries, liquid, temperature sensitive materials, food or other consumables?

Do you require items to be assembled, unpacked, sorted, labeled, bagged or otherwise modified in any way prior to shipment? If so, can you describe what we would need to do or provide instructions?

Order Understanding

What average number of orders per month do you anticipate?

What is the average number of items on each order?

What is the approximate size & weight of the items being shipped? If your sizes are variable, please provide your best estimate of the dimensions and weight for the smallest, average and largest items.

Do you have EDI and/or API capabilities?

Do you require inventory to be picked according to any special process such as by lot/expiration, First-in-first-out (FIFO), Last-in-first-out (LIFO), or other?

What materials are typically used to pack your orders? Corrugated boxes, envelopes, poly or bubble mailers?

Do any of your items come in boxes that are ready for shipment and require no over packing?

When needed, Taylor generally supplies necessary packing materials from a wide variety of boxes, mailers and void fill. Do you use or require any special or custom materials to be used when packing your orders?

Do you ship orders domestically, internationally or both?

What percent of outgoing orders do you expect to be returned? If you have a specific return policy, please describe or feel free to submit a copy of your written policy.

Are you using a shopping cart (commercial or plugin) to collect online orders? If so, what cart are you using? Do you plan on having orders transmit directly to Taylor systems from your shopping cart or do you plan on transmitting orders in any other way (i.e. excel/csv file, manual entry, email)?

Do you sell on multiple platforms and/or sell on any retail marketplace sites such as Amazon, Jet, Chewy, Thrive Market ?

Do you currently use EDI to transmit order and/or inventory data to another business? If so, if you know what transaction sets are needed, please provide that detail.

Taylor can ship orders via UPS & USPS or via common carrier (for LTL, truckload or container shipments). Do you have a preference?

Do you offer or require special delivery features such as third party shipping, signature required, insurance, etc.?

Receiving Understanding

Aside from the initial transfer of your inventory, can you describe the average frequency and volume of your expected inbound shipments (new inventory receipts)?

How will your inventory typically arrive at a Taylor facility (LTL, container, carrier delivery such as FedEx/UPS/USPS)?

Will inbound inventory include mixed SKUs (i.e. multiple items per box or pallet) that will require sorting in order to receive?

Will any inventory arrive packed in master cases that will not always be picked as a master case but picked in different configurations? For example, you sell bottles of pills as individual bottles, in boxes of 12 or in master cases of 48. Taylor will receive the product packed in master cases of 48 and will need to break open master cases or inner cartons in order to fulfill different orders.

If inventory will arrive in master cases as described above, will there be more than one master case configuration? For example will there be some product in master cases of 48 (4 boxes of 12) but other product in master cases of 36 (3 boxes of 12)?

If there are master cases, can you provide the configurations, as well as the dimensions and weight of the master cases? Please indicate where inner cartons may be shipped 'as is' with no over packing.

Are you using ERP software for inbound/outbound transmission and inventory management? If so, which one?

Warehouse Understanding

How much warehouse space do you anticipate will be used (square feet or # of pallets) for each facility?

Do you require a facility with temperature control?

For inventory stored on pallets, can the pallets be stacked on top of each other on the floor? If so, how many pallets high can your product be stacked?

What is the typical pallet height for your products from the bottom of the pallet to the top of the pallet load? If you have more than one pallet configuration, please provide height for each. If you do not know or control the pallet configuration, please mention this.

Do you have any inventory that will arrive on oversized pallets or any type of custom container?

Any other information you want our team to know!

Best way for our team to contact you, phone, email? Whatever you like!



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Customized Solutions | Time Sensitive Scalability | Technology Driven

www.taylorlogistics.com
