Smarter Diagnostics Survey

Thank you for participating in Smarter Diagnostics! Your responses will help us determine the best opportunities for your organization, so take your time and answer each question as completely as possible.

Survey Instructions

Can't finish in one sitting? Simply hit "save" at the bottom of the form, and you'll get a link to come back and complete the survey when you're ready. If you have any questions or concerns about the diagnostic, you can always reach out to diagnostics@smartersorting.com!

You can also download and print the applicable survey below and come back when you're ready to enter your answers:

- Merchandising Survey
- Compliance Survey
- Supply Chain Survey
- Ecommerce Survey
- Store Operations Survey
- MDM Survey
- Finance Survey

Note that we use the term regulated waste throughout the survey. Regulated waste refers to a product that is considered hazardous waste under the EPA's Resource Conservation and Recovery Act (RCRA), or any state regulatory agency. Within your organization, this might be refered to as different terms (like Hazmat, ESIM, etc.)

Full Name *

First Name	Last Name

Work Email *

example@example.com

Retailer *

Role *

Merchandising Survey

What categories do your environmentally-sensitive, regulated, or hazardous products fall under? *

☐ Household Cleaning Products

☐ Personal Care, Cosmetics, Health, and Beauty Aids

☐ Pharmaceutical and OTC

☐ Dietary Supplement

☐ Automotive

☐ Lawn, Garden, and Pesticide

☐ Electrical/Electronics and Batteries

☐ Seasonal

☐ Regulated Article (i.e. light bulb, electronics w/o battery, multi-packs with differing items, etc.)

☐

Do you have a reset date or a rolling reset for Household Cleaning Products? *

○ Reset date

○ Rolling

What is the reset date for Household Cleaning Products?

Month	Day	Year	

Do you have a reset date or a rolling reset for Personal Care, Cosmetics, Health, and Beauty Aid products?

○ Reset date

○ Rolling reset

What is the reset date for Personal Care, Cosmetics, Health, and Beauty Aid products?

Month	Day	Year	

Do you have a reset date or a rolling reset for Pharmaceutical and OTC products?

○ Reset date

○ Rolling reset

What is the reset date for Pharmaceutical and OTC products?

Month	Day	Year	

Do you have a reset date or a rolling reset for Dietary Supplements?

◯
Reset date

◯
Rolling reset

What is the reset date for Dietary Supplements?

			🗓

Month   Day   Year

Do you have a reset date or a rolling reset for Automotive products?

◯
Reset date

◯
Rolling reset

What is the reset date for Automotive products?

			🗓

Month   Day   Year

Do you have a reset date or a rolling reset for Lawn, Garden, and Pesticide Products?

◯
Reset date

◯
Rolling reset

What is the reset date for Lawn, Garden, and Pesticide Products?

			🗓

Month   Day   Year

Do you have a reset date or a rolling reset for Electrical/Electronics and Batteries?

◯
Reset date

◯
Rolling reset

What is the reset date for Electrical/Electronics and Batteries?

			📅

Month   Day   Year

Do you have a reset date or a rolling reset for Seasonal products?

◯
Reset date

◯
Rolling reset

What is the reset date for Seasonal products?

			📅

Month   Day   Year

Do you have a reset date or a rolling reset for Regulated Articles?

◯
Reset date

◯
Rolling reset

What is the reset date for Regulated Articles?

			📅

Month   Day   Year

Have there been instances where products have not met their reset date because you didn't have the data you needed to safely handle the product?

○
Yes

○
No

○
I don't know.

If you answered yes to the previous question, approximately how many products per reset does this impact?

[   ]

Which categories of products are most impacted by missed reset dates?

☐ Household Cleaning Products

☐ Personal Care, Cosmetics, Health, and Beauty Aids

☐ Pharmaceutical and OTC

☐ Dietary Supplement

☐ Automotive

☐ Lawn, Garden, and Pesticide

☐ Electrical/Electronics and Batteries

☐ Seasonal

☐ Regulated Article (i.e. light bulb, electronics w/o battery, multi packs with differing items, etc.)

☐ [   ]

In the past year, have there been instances where products have been stopped at a depot or stalled at a hub because of wrong or missing data?*

○
Yes

○
No

○
I don't know.

If you answered yes to the previous question, approximately how many shipments per year does this impact? An approximate value is fine.

[   ]

In a reset, on average what percentage of your catalog changes? Include formula we want them to use*

[   ]

%

How many full time employees are involved in product onboarding?

[   ]

What is your average onboarding time for new items, regardless of category?

○
less than 1 hour

○
less than 1 day

○
1-3 days

○
up to 1 week

○
up to 1 month

○
more than 1 month

What is your average onboarding time for new regulated items?

○
less than 1 hour

○
less than 1 day

○
1-3 days

○
up to 1 week

○
up to 1 month

○
more than 1 month

What is your current product return rate for all products, regardless of category?

[   ]

%

What is your current product return rate for all regulated products?

[   ]

%

What terms are generally in your vendor agreements related to how returned products are handled?

☐ OK to Donate

☐ Destroy for Credit

☐ Return for Credit

☐ Other

How many owned brand products do you have in your catalog?

[   ]

How many of your owned brand products are regulated?

[   ]

When you meet with brands, do you feel like they are up to speed on compliance and regulatory information as it pertains to their products?

○
Yes

○
No

What do you wish you knew about products upfront before onboarding them that you don't know today (e.g. are claims verified, is this shippable, etc.)?

[   ]

What percentage of your current suppliers are small suppliers (

[   ]

%

Tell us how you make decisions about which products to add to your shelves. For example, what role do sales data, industry trends, customer profiles, product economics, etc. play in your analysis and decisions?

What is your biggest challenge in merchandising? What do you wish you could do that you can't do today?

From a merchandising perspective, what is working really well about your compliance and product data today?

What metrics do you track to measure your KPIs?

What would make your job easier or better?