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FULFILLMENT QUESTIONNAIRE

Company Name: _____

Contact Name: _____

Who will be placing orders? (You, manufacturer reps, retailers, consumers)

Who will receive the material stored and shipped from our fulfillment center?

Answer the following questions as accurately as possible.

The information provided will be utilized to determine the most efficient pricing and workflow processes.

A. Product Description/ Application

Provide a general description of the product. (Greeting cards, notepads, calendars, etc.)

B. Inventory Items

How many inventory items or SKU's will we manage? _____

Does each item or SKU have a part number? _____

Is the part number printed on the product? _____

Who in the organization is responsible for assigning part numbers and maintaining the part number history?

C. Order Volume

How many orders will we receive: Daily _____ Weekly _____

Are there special distributions in addition to the regular order volume? Yes No

When do these special distributions occur? _____

How many locations would be involved in the special distribution? _____

D. Average Order Size

How many line items are contained in an average order? _____

How many boxes or containers are required to ship an average order? _____

Is there a minimum order requirement? _____

E. Order Receipt

| | | | |
|-----------------------------|------|-----------|----------|
| How will we receive orders? | Mail | Telephone | E-Mail |
| | | Internet | Download |

F. Shipping Method

What shipping method do you prefer? _____

List all the shipping methods you currently use or would like to offer:

G. Customer Service & Telemarketing

Would you require that we provide a dedicated call center representative?

Yes No

What type of telephone support do you require?

| | | |
|------|-----------------------|------------|
| 24x7 | Normal Business Hours | Voice Mail |
|------|-----------------------|------------|

H. Return Processing Procedure

Will returns be expected at the fulfillment center? Yes No

Is there a return policy in effect? Yes No

Will we manage the entire process? Yes No

Will credits be a part of the processing procedure? Yes No

I. Packaging Material

Will we provide the shipping materials? Yes No

If you will be providing the shipping materials, do you want the shipping materials to be included in the inventory reports? Yes No

Do packaging materials require customization? Yes No

Please describe any special packaging requirements.

J. Packing Slip Design

Is a packing slip currently included in your shipments? Yes No

What information is required on the packing slip? _____

Does the packing slip need to be customized? Yes No

K. Reports

What reports are required?

Standard _____

Special Reports _____

Frequency of Reports _____

L. In-Bound Telephone Lines

Do you have an 800 Number? Yes No

Will we be required to install an 800 number? Yes No

Will a local dedicated line be required? Yes No

M. Data Transmission Requirements

Will there be a requirement to receive data downloads or large files to process orders? (i.e. personalization of print-on-demand items) Yes No

What is the most common transmission method? _____

What type of file will be furnished? _____

N. Material Requirement Planning (MRP)

Does a reorder point exist for each product? Yes No

Who will reorder product when it reaches reorder point? Us You

O. Credit Card Processing

Is there a requirement to process credit cards? Yes No

Do you have a merchant account? Yes No

Type of credit cards to accept? _____

P. Backorder Policy

Do you currently accept backorders? Yes No

Please describe your method for accepting or rejecting backorders:

Q. System Interface Development

Does a requirement exist to interface our data with your systems?

Yes No

If yes, describe system and data formats required:

R. Additional Materials

Is there a need to ship additional materials with a standard order?

(i.e. catalog, samples etc)

Yes No

S. Storage Requirements

How is your material currently stored (include quantity of items used)?

Pallet Racks_____ Shelving_____ Floor Storage_____ Other_____

Are there special requirements? Security_____ Environmental_____ Other_____

T. Web Site Design

Will you be entering the fulfillment site from your intranet site?

Do you have a web master? Yes No

Special Requirements:_____

U. Additional Requirements and Considerations:

V. In your current system, what do you feel needs the most improvement and attention to detail in our fulfillment program?
