

# 22 QUESTIONS TO ASK A POTENTIAL 3PL PROVIDER

1. Are you open during nights or weekends? If not, what are your hours?

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2. Do you have customer references or case studies I can read?

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3. What is your specialty?

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4. How do you handle claims handling?

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5. How do you handle an unexpected large volume of orders?

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6. Do you partner with parcel carriers to reduce shipping costs and streamline processes?

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7. What storage, packaging and assembly options do you offer?

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8. What is your core business philosophy?

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9. What professional associations and accreditations do you hold?

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10. How do you track inventory? Do you track pallets or shipments? Do use RFID/GPS or something else?

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11. How do you track inventory? Do you track pallets or shipments? Using RFID/GPS?

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12. Can you deliver key performance metrics?

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13. How do you handle emergencies and exceptions? Natural disasters?

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14. How much can you create flexible solutions for my needs?

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15. What are your freight shipping patterns, and how much warehouse space is available?

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16. Is there a cost to overtime?

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17. Tell me a little bit about the company's history and culture.

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18. How do you train your employees? Are they union or non-union?

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19. Do you have abilities to ship to the airport or railways?

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20. What is your kitting, assembly, and fulfillment process?

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21. What is the main way of communication between us? How do we handle conflict resolution?

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22. What do your timetables look like for everything from receiving and providing me information, receiving new merchandise, shipping orders?

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