

Choosing the right Fulfilment Centre checklist

JAMES
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QUESTIONS	YES	NO
Do you provide international shipping?		
Do you have service-level agreements (SLAs) with your clients?		
How do you prevent the wrong items being sent to customers?		
Do you offer a returns management service?		
What security measures do you have in place?		
Do you offer a secure area for high-value products?		
Can my customers track their orders?		
Do you have a customer service team?		
Can I visit your facility?		
How many hours a day / days a week do you operate?		
Do you have back-up hardware and internet connections, to maximise uptime and efficiency?		
Can you help me with business sales forecasting? For example, identifying best and worst-selling lines and stock levels?		
Do you offer flexible pricing plans?		
Do you offer custom packaging?		
How do you reduce damages to products?		
Do you offer multiple shipping options and services?		
Do you offer same-day despatch on orders?		
Do you have a culture of continuous improvement? What improvements have you recently implemented?		
Do you have a pre-built integration with my eCommerce platform? How long will it take to set up?		

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their eCommerce fulfilment to us**