



FULLFILLMENT PROGRAM QUESTIONNAIRE

FULLFILLMENT CURRENT STATUS

1. Do you have a fulfillment program today? Is it done in-house or is it outsourced?
 - a. If done in-house:
 - How many people do you have processing orders?
 - How many customer service personnel are involved?
 - Who manages the stock levels and reordering?
 - How much warehouse/office space does your program utilize?
 - b. If outsourced:
 - What do you like about your current partner?
 - What do you dislike?
 - What would motivate you to change to a new partner?
 - c. What are the biggest challenges/frustrations you currently experience with your fulfillment?
 - d. If you had to set up your fulfillment program again, what would you do differently?
 - e. What would your ideal fulfillment program look like? (i.e. Turnkey, Keep some work in-house, etc.)

PROGRAM STRUCTURE

1. Would your program include the following types of shipments?
 - a. Business to Business (B2B)
 - b. Business to Consumer (B2C)
2. How do you receive your orders from your clients? (Web/internet orders, FAX, POs)
3. Are you processing these orders through your system (EDI, MRP, etc...)
4. If so, what type of system do you have (SAP, Oracle, Great Plains, Epicor, etc.)
5. What type of inventory management do you require?

FULLFILLMENT PRODUCTS

1. What types of items do you fulfill?
 - a. Swatches, books, displays, other sampling materials:
 - If swatches what are the sizes and material
 - Is each sample labeled? (Strip, Avery type label, etc.)
 - How are your customers ordering?
 - b. Products / Inventory:
 - Please give us as much detail as you can on the products you would like us to store and ship. Pictures, dimensions, and weights are very helpful!
2. Do you include any other materials with your shipments (i.e. flier, pamphlet, etc...)
3. What type of packaging would you use? (Envelope, box, kit, etc.?)
4. How are your orders shipped? (Fed/Ex, UPS, US mail, bulk freight, etc.)
5. What is your total expected lead time in days?
 - a. Expected turnaround time from order to shipment
 - b. Expected to for Client to receive order?



VOLUME/SIZE OF PROGRAM

1. What is your annual volume?
 - Number of fulfillment orders you receive monthly?
 - Average number of items / pieces per order?
 - Can we get the last 12 months of activity in a spreadsheet?
 - Expected program growth over the next 12 months
2. What is the estimated number of SKUs for this fulfillment program?
3. How many pallets / skids you currently store?
4. If the work is currently outsourced, what are your current costs?
 - Storage:
 - Per item
 - Per skid
 - Order Processing:
 - Per order
 - Per item picked
 - Do you pay a fixed monthly management fee? how much is it?
 - Are there any other costs associated with your fulfillment program?
Receiving, etc.
5. If outsourced, can you share the last 3 months of invoices with us?
6. Does your program currently have volume fluctuations based on seasonal ordering?
7. In addition to the service you are currently receiving, what additional features would you like?

MOVING THE PROGRAM TO SI

1. If you are planning on moving or outsourcing this project, what is the timeframe to be fully up and running?
2. What is the availability of individuals associated with this project to support this transition?
3. We would like to provide you a proposal to clarify your objectives and needs as it relates to SI doing your fulfillment. Are there any other points or issues we need to discuss to better understand your business?

ADDITIONAL COMMENTS OR NOTES