The most important
Questions
for any fulfillment provider

before you sign on the dotted line.

Contact Us

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www.skudistribution.com

RELAX
We love it.
Store it.
Fulfill it.

RECEIVING - ASK WHAT THE PROCESS IS AND IS IT DETAILED?

- Do you receive product based off our Purchase Order and provide a report with the variances (OS&D – Overage, Shortage, Damaged report)? If so, is that an automated report that gets sent? If it is not, do you have a portal for your clients to access these reports?
- What is the turnaround time from receipt of product to putaway making the product available to start selling and shipping?
- Do you do any quality control during the receiving process? If so, what is that process?

LOCATIONS

- Are your warehouse storage locations single sku locations or mixed/multi sku locations?
- Do you store individual product sku by a specific location in the warehouse? Or do you mix products in the same location?

BILLING

- Can you bill a 3rd party shipping account?

DIRECT SHIPPING?

- Do you ship only direct to retail or do your capabilities also include direct to consumer?
- Which one of these is your strengths?

EDI or REST API

- Do you have EDI and REST API capabilities?
- How many marketplaces and platforms do you integrate with? (we integrate with over 100)
- Can you meet major vendor requirements, such as GS1-128 Label? Such as Target, Walmart, Dicks, etc..

PICKING ORDERS CORRECTLY

- Do you pick orders via a handheld device that requires a barcode/UPC scan for every picking transaction?
- Are there checks and balances inside your technology that guarantees the picker is picking the correct item and quantity?
- Do you have any other checks and balances to ensure order accuracy? Such as at the pack/shipping station?

RATE SHOPPING

- Do you rate shop each order at the time of shipping? Meaning are you shipping the least cost shipping option?
- How many carriers do you integrate with?
- What small parcel carriers your use?
- Can you ship LTL?

REVERSE LOGISTICS

- Do you offer Reverse Logistics?
- What value added services (VAS) do you offer for reverse logistics?
- Do you have reports that track returns and are those available to review anytime?

CYCLE COUNTS

- How often do you do Cycle Counts for inventory accuracy?
- Do you sort and locate products by the fastest movers (A) to the slowest movers (C) (A, B, and C movers)?

REPORTING

- What reports do you provide?
- Are these reports available 24/7 on a web portal?
- Can you customize reports?

VALUE ADD

- What Value Added Services (VAS) do you offer?
- Are you flexible if we need additional VAS you don't offer?

KPI TRACKING

- What KPIs do you track?
- Do you track inventory accuracy?
- Do you track order accuracy?
- Reviving accuracy?

ONBOARDING PROCESS

- What is your onboarding process?
- Will I have a dedicated representative

We Store it. Love it. Ship it.