

The Fulfillment Partner Checklist

The Following Checklist Will Help You Determine Which Fulfillment Provider is Right for You.

The choice of fulfillment partner is critical. How the services are performed is a direct reflection of your brand. It's essential to research and select a partner that best represents you and your products.

In order to help you make an informed decision, we've developed the following checklist to help you compare potential fulfillment providers.



Shipping

Large retailers have changed the game in terms of shipping direct-to-consumer. Most businesses are finding it hard to compete with the free and low-cost shipping that big box retailers offer. The right fulfillment partner can help you compete by giving you access to discounted shipping methods and incorporating technology that will help control shipping costs. Below are important questions to ask.

Shipping Checklist:	a2b	Other Provider	Notes
Do you incorporate shipping intelligence software to rate shop by cost and/or time-in-transit goals?	Yes		a2b can select the right carrier and service method to achieve the optimal balance between time and cost.
Are there discounted carrier options that don't rely on heavily on a consolidator model?	Yes		Shipping with a carrier that consolidates packages often results in longer delivery times. Be sure to understand how each proposed carrier works.
Do you have relationships with multiple carriers?	Yes		a2b ships with all major carriers.
Do you offer discounted freight rates?	Yes		a2b offers deeply discounted rates.
Can you provide branded communication regarding shipping updates and tracking?	Yes		a2b is invisible to the end-customer. We brand labels, packing slips, and email notifications with your brand.



Top 3PL- 9 Years Running



a2bfulfillment.com



sales@a2bf.com



Depth-of-Service

Many fulfillment providers offer a suite of services including fulfillment, order management, customer service, backend shopping cart and reverse logistics. Keep in mind that choosing a provider that can offer more of these service categories is an opportunity to simplify your operation and save you time.

Which Services Will You Need for Your Business:	a2b	Other Provider	Notes
Direct-to-Consumer (DTC)?	Yes		
Business to Business (B2B)?	Yes		
Retail/Wholesale?	Yes		
Electronic Data Interchange (EDI)?	Yes		
Payment Card Industry Compliance (PCI)?	Yes		
Customer Service (Contact Center)?	Yes		
Order Management?	Yes		
Value Added Service:			
Kitting?	Yes		
Assembly?	Yes		
Refurbishment?	Yes		
Returns?	Yes		



How Experienced Are They?

Fulfillment is much more complicated than most people think. To do it accurately and cost effectively, you need specialized systems, labor, management, and expertise. An experienced fulfillment provider excels in all of these areas. Consider these checklist items related to the fulfillment experience.

Experience Checklist:	a2b	Other Provider	Notes
How long have you been in business?	20+ yrs		
Do you have references to provide?	Yes		
Are there documented procedures in place?	Yes		a2b uses detailed SOP's in all departments.
Do you have an appropriate level of staff?	Yes		a2b is an expert at managing labor. Most staff [is full-time and tenured, resulting in a high level of quality and consistency.
Can you adapt to peak and non-peak season with a plan for temps and/or seasonal employees?	Yes		a2b is uniquely able to flex labor.



Location, Location, Location

The decision on where to locate a fulfillment operation is more critical than ever. Fast delivery and free shipping have become the norm. But how do you position your shipping facility in a location that allows you to optimize shipping costs while still delivering the highest level of customer satisfaction?

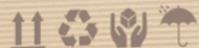
Location Checklist:	a2b	Other Provider	Notes
Are your locations in close proximity to my customers?	Yes		With over 1MM sq. ft. of space in GA, PA, and UT, a2b can service 95% of the US with 2-day ground shipping.
Is the facility close to major distribution hubs?	Yes		
Air?	Yes		
Sea ports?	Yes		
Railways?	Yes		
Highways?	Yes		
Interstates?	Yes		
Are you located in a high cost areas?	No		
Is the location subject to unionized labor?	No		



Facilities

When seeking out locations to store your product, you must consider what best suits your company's needs. Often, people focus on price, available space, and location. However, it's equally important that you choose a fulfillment provider that can ensure that the goods entrusted to them are both safe and secure.

Facilities Checklist:	a2b	Other Provider	Notes
Are the facilities secured:			
Security / Alarm System?	Yes		
Surveillance / Camera System?	Yes		
Access Controlled?	Yes		
Fenced and Gated?	Yes		
Fire Suppression?	Yes		
Option for climate controlled spaces?	Yes		
How much space is in your network?	1MM+ SQ FT.		



Does the Technology Fit My Needs?

Technology is a major driver in the logistics industry. These days, it is critical for fulfillment providers to leverage technology to increase efficiency and provide an exceptional customer experience. Look for providers with state-of-the-art technology and that can adapt to the ever-changing needs of the industry and your business.

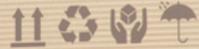
Technology Checklist:	a2b	Other Provider	Notes
Is there an online portal for handling the following:			
Order Entry?	Yes		
Inventory?	Yes		
Order Status and History?	Yes		
Receipt Log?	Yes		
Returns?	Yes		
Lot and Expiry Tracking?	Yes		
Minimum Inventory Alerts?	Yes		
Order Management:			
Subscription / Continuity Management?	Yes		
Payment Processing?	Yes		
Customer Care?	Yes		
Integrations:			
Flat File?	Yes		
API?	Yes		
Batch?	Yes		
EDI – Electronic Data Interchange?	Yes		
Do you have advanced reporting capabilities? (Business Intelligence Tools)?	Yes		a2b leverages the industry's most advance BI tools allowing our clients to mine their data and create interactive dashboards to better understand their business and make informed decisions.
Do you have experience with support vendors I am currently working with?	Most likely		a2b is integrated with most major shopping carts/platforms, marketplaces, and payment processors.



Customer Care

Customer Care for the end-customer is an important component of providing an exceptional customer experience. This included communication with the end-customer regarding product information, order status / changes, returns processing, and even sales. Some fulfillment providers offer Customer Care / Contact Center services under the same roof from where the packages ship. Skilled providers know how to make Customer Care a profit center vs. a cost center by incorporating upselling and sales-saving techniques, offering you a great deal.

Customer Care Checklist:	a2b	Other Provider	Notes
Do you have Customer Care / Contact Center Capabilities?	Yes		
Is the service provided by you or a partner?	By a2b		
Live Agent Inbound Calls?	Yes		
Live Agent Outbound Calls?	Yes		
Email Support?	Yes		
Chat Support?	Yes		
Social Media Monitoring / Support?	Yes		
Expert save-the-sale Capabilities?	Yes		
Bilingual (English / Spanish) agents?	Yes		
Customer Care?	Yes		



Considering the Costs

If you are handling fulfillment yourself, there are several factors you budget for - warehouse space lease, utilities, labor, etc. Predicting the variability in these categories can prove difficult. Outsourcing can limit fixed costs while leveraging the fulfillment provider's efficiencies and scalability. Look for a provider that offers fair yet competitive rates for the quality of service that you expect. Beware of prices that are too high or too low. Remember that you are seeking a professional and experienced partner to support a critical function of your business.

Pricing Checklist:	a2b	Other Provider	Notes
Are the Pricing Terms clearly described?	Yes		a2b has transparent, clear pricing.
Is the pricing competitive?	Yes		
Are there costs for setup and integration?	Yes		Setup and integration work is extremely important to a successful project. A successful implementation saves costs associated with errors. a2b aims to cover its costs with this process. Because we are pre-integrated with most external vendors, these costs are typically low and always fair.
Are there weekly or monthly minimums?	Yes		a2b has small minimums in place to cover basic costs. Most of our clients' activities surpass these minimums.

