



Questions to Ask Your 3PL

- How long have you been in business?
- How many people are on staff?
- What is your revenue?
- What similar customers do you currently work with?
- Can you handle the specific requirements of my products?
- Where do you intend to store my products? What can you tell me about that location or the facility?
- What other services do you provide?
- Who services my account? Who are the key contacts?
- What are the payment terms and what types of payment are accepted?
- Can you give me a few scenarios on how your rates would be applied?
- How do I send orders to you? Email, phone or online?
- What type of warehouse management systems or other software systems do you use?
- What systems can you integrate with?
- Is there an online portal where I can track my inventory? What does that look like?
- Do you have in-house IT support or do you outsource it?
- What type of data can you provide me? Do you provide reports? Can you track "x"?
- What cadence will we have? How should I communicate changes or issues?
- What is the lead time for orders? What is your daily cutoff for getting orders out?
- What are your receiving hours and how do I schedule a drop off?
- What is your insurance coverage and lien, in case of an emergency?
- What is your policy for handling damaged product?
- What type of emergency plan do you have in place? (IT, cybercrime, disaster, accident, etc.)

As a 3PL customer, you should feel comfortable about the answers to all of these questions. A 3PL partnership is a critical component of your supply chain, and you want to be sure that your products are in the hands of people you can trust. Take your time when evaluating your next 3PL.

Interested in setting up a visit? Call Evans Distribution Systems at 1-800-OK-EVANS or [request a quote](#).