

FAQs for RFPs: Ask the Right Questions to Find the Best Partner

Selecting a fulfillment partner is a challenging task: you're entrusting them with valuable inventory and with maintaining your customer relationships. In the request for proposal (RFP) process, make sure you ask the right questions to find the best partner.

Order Management and Inventory Management



What order management system do you use?

What other visibilities are you able to provide so I can best optimize my inventory and allocations?

Does your system allow for updates/changes/or cancellation of orders within a certain time frame? What is that timeframe?

Can you also fulfill B2B orders for wholesale? Do you have EDI capability? Which EDI partners do you work with?

What initiatives do you have in place for environmentally sustainable practices?

Fulfillment Network



What is the size of your network?

How do you optimize inventory allocation in the network to minimize transit time and costs?

SLA Performance and Customer Success



What are your SLAs for order turnaround, inventory accuracy, and customer service response time? Standard reporting? Please provide a summary of your standard performance guarantees, KPIs, and SLAs.

What is your customer support structure? What is your support SLA?

Please provide three case studies and/or reviews from clients within our commodity type.

How long is the onboarding process? How quickly could we launch?

What differentiates you from your competitors?

Shipping and Transportation Management



How do you handle shipping: what carriers do you work with? Do you have negotiated rates? Can we use our own shipping account?

What are your carrier shipping times and speeds? What are your international shipping capabilities?

Integrations



How easily can your system integrate with our existing systems (e.g., storefronts, ERPs)?

Billing and Terms of Agreement



Explain your billing structure and payment terms.

Can you provide a breakdown of costs, including storage, order fulfillment, and additional services?

What insurance coverage do you have, and what liability protection is provided?

What are the contract terms and termination clauses?