



Fulfillment – Needs analysis

In order to be able to offer you an individual fulfillment concept tailored to your needs and wishes, we ask you to use this questionnaire to collect the essential key data regarding your project.

Your contact details:

Name:	_____	Company:	_____
Function:	_____	Street:	_____
Mail:	_____	Location:	_____
Mobile:	_____	Telephone:	_____

1. General questions about your fulfillment needs

- What line of business are you in?

Please enter in here: _____

- By when should your project be implemented?

Project start: _____

Go-Live (Start time): _____

When is the awarding of the contract planned? _____

- Which products are offered?

Please enter examples of your products or product groups here: _____

- How can they be described?

Simple products (Products that do not have modifiable properties, e.g. books, furniture, electrical goods etc.)

Miscellaneous products (Products with variants, e.g. Clothing in different sizes and colours, products with different pack sizes)

Configurable products (Products that can be configured by the customer, e.g. computers, bikes)

Customizable products on the customer's side (Products that can be engraved or printed)

Others:

- How many different products do you want to offer to your customers?

Please indicate approximate number of product variants (variety): _____

- What is your sales structure?

B2B

B2C

B2B and B2C (Please indicate approximate ratio in %): _____

- Which destination countries do you ship your products to?

Germany

EU countries

Europe-wide

Worldwide

- Which shipping methods do you prefer?

as a package

as a palette

as a package and / or pallette

- How many orders are generated?

Please indicate the number of total orders per year: _____

- What is your current and planned shipping volume?

Please give an approximate number of the current package volume: _____

Please indicate the approximate number of package volume planned in the future (approx. 1 year): _____

- How many items does one of your shipments contain on average?

Please indicate the approximate quantity of items per order (e.g. 10x item 1): _____

- How many different items does one of your shipments contain on average?

Please indicate approximate number of different products / variants per order

(e.g. 5 different articles; 1x Article A, 3x Article B, 1x Article C): _____

- How heavy are your packages on average?

specificate in kg: _____

- What is the size of the packages?

Indication in height x length x width each in cm: _____

- Do your items have an EAN code?

Yes

No

Partially, what ist the approximate ratio? _____

- Which shipping service providers do you prefer?

DHL / Deutsche Post

Hermes

DPD

LS

UPS

Dachser

DB Schenker

Other: _____

2. Specify your fulfillment need

- What service should we provide for you?

GOODS/INBOUND:

Acceptance of goods

Inspection of incoming goods

Registration in our warehouse management system

Receipt notification to customers

Storage

What does a typical goods receipt look like?

(Pure variety, mixed, number of items) _____

STORAGE: _____

- Pallet shelf
- Hand shelf
- Safety camps
- Cold storage
- Other storage: _____
- Number of pallet spaces (number of euro pallets): _____
- Needed shelving spaces (number of compartments m. size H x W x W in cm): _____

COMMISSIONING AND PACKAGING (PICK AND PACK):

- Order picking of the goods
- Packaging of goods according to specific packaging instructions and quality guidelines of the client
- Packaging of customer-specific accompanying material (e.g. flyers, brochures, customer magazines vouchers)
- Customized packaging in your corporate design (e.g. customized cardboard and adhesive tape)
- Provision of cardboard and packaging materials
- Which typical carton sizes do you use? (Indication H x W x W in cm): _____

SHIPPING:

- Shipping via different shipping option
- Package
- Express
- Cash on delivery
- Palette
- Other: _____

RETURN PROCESSING:

- Acceptance of customers returns
- Verification and classification of customer returns (e.g. regarding the quality of returned products)
- Exchange / reshipment to the customer
- Preparation of goods and re-storage for reshipment
- What is your average return rate (in %)? _____

CUSTOMER SERVICE:

- Order release and control
- Payment processing and maintenance of customer accounts
- Customer communication via e.mail
- Customer communication via telephone (Hotline)

EVALUATIONS AND CONTROLLING:

- You do not need an evaluation of you logistics services
- You wish to use the standardized evaluations of the logistics service provider
- You wish the logistics service provider to create individual evaluations (e.g. specific key figures)

VALUE ADDED SERVICES:

- Product completion / assembly
- Product individualisation
- Packaging
- Labelling
- Promotional material (e. g. vouchers, flyers, catalogues, merchandising) Mailings
- Other: _____

3. Connection to third-party systems:

- Should our warehouse management be integrated into your existing system landscape?

No

If yes, please fill in the following points:

Shop system

Please enter your system here: _____

Accounting

Please enter your system here: _____

WaWi / ERPsystem:

Please enter your system here: _____

CRM:

Please enter your system here: _____

PIM:

Please enter your system here: _____

Other – Please enter your system here: We need advice in this area

- How should the item master data and customer orders be transmitted to us?

Manual transfer (e.g. order forwarding by e-mail)

Entry into the Merkur customer portal (K. I. S. -Portal)

Automatic handover via a specific interface between your online shop and our warehouse management system

- Should the data be synchronized between the warehouse and the online shop?

No (Manual adjustments of stocks).

Stocks should be reconciled automatically.

Management of the online shop (e.g. product data) should be done via our warehouse management system

Please send us the completed questionnaire to dispo@imologistics.com