

100 Questions to Ask Your 3PL Provider

Use these questions to help your businesses check if your 3PL provider meets your needs, improves performance, saves money, and builds a stronger partnership.

General Performance

1. Are you meeting the agreed-upon SLA metrics?
2. What is your current on-time delivery rate?
3. How do you measure and track inventory accuracy?
4. What is the average order fulfillment time?
5. How often do you review your performance against SLA goals?

Technology and Systems

6. What technology do you use for warehouse management?
7. Do you offer real-time tracking for shipments?
8. Is your technology compatible with our systems (e.g., ERP, e-commerce)?
9. How often do you upgrade or improve your technology?
10. Do you offer APIs for seamless integration?

Customer Experience

11. How do you handle customer complaints?
12. What is your complaint resolution time?
13. How do you ensure order accuracy for our customers?
14. Can you customize packaging or branding for shipments?
15. What measures do you take to ensure customer satisfaction?

Cost and Pricing

- 16. Can you break down the costs associated with your services?
- 17. Are there hidden fees we should know about?
- 18. How do your costs compare to other providers?
- 19. Are there opportunities for cost savings through consolidation?
- 20. How do you handle unexpected surcharges or rate changes?

Scalability and Flexibility

- 21. How do you handle seasonal order volume spikes?
- 22. Are you able to scale services as our business grows?
- 23. Can you accommodate new product lines or SKUs?
- 24. Do you support international shipping?
- 25. How flexible are you with last-minute changes?

Sustainability

- 26. What sustainability practices do you have in place?
- 27. Do you offer carbon-neutral shipping options?
- 28. How do you optimize routes to reduce emissions?
- 29. Do you use eco-friendly packaging?
- 30. Can you provide reports on your ESG initiatives?

Communication and Reporting

- 31. How often do you provide performance reports?
- 32. Can you customize reporting metrics based on our needs?
- 33. What's the process for escalating unresolved issues?
- 34. Do you have a dedicated account manager for our business?
- 35. How do you communicate during disruptions or delays?

Inventory Management

- 36. How do you track inventory in real time?
- 37. What's your process for managing stockouts?
- 38. Can you provide visibility into inventory in transit?
- 39. How often do you conduct inventory audits?
- 40. What's your process for handling damaged or returned goods?

Order Fulfillment

- 41. What's your average pick-and-pack accuracy rate?
- 42. How do you handle rush orders?
- 43. Can you support same-day or next-day delivery?
- 44. How do you ensure orders are packed securely?
- 45. What's your process for handling order errors?

Reverse Logistics

- 46. How do you manage product returns?
- 47. Do you handle refurbishment or disposal of returned goods?
- 48. Can you track the cost and efficiency of reverse logistics?
- 49. How do you communicate return status updates to us?
- 50. Do you offer any recycling or repurposing programs?

Transportation and Delivery

- 51. What transportation modes do you support (e.g., ground, air, sea)?
- 52. Do you have partnerships with specific carriers?
- 53. How do you optimize routes for faster delivery?
- 54. What's your delivery success rate?
- 55. Can you handle oversized or fragile items?

Employee Productivity

- 56. What's your average number of orders processed per employee?
- 57. How do you ensure your team is trained and efficient?
- 58. Do you use automation to support productivity?
- 59. How do you handle employee shortages during busy periods?
- 60. Can you share productivity benchmarks for your operations?

Compliance and Risk Management

- 61. Are you compliant with industry regulations?
- 62. How do you ensure data security in your systems?
- 63. What's your process for managing supply chain disruptions?
- 64. Do you have liability insurance?
- 65. How do you ensure compliance with international shipping rules?

Partnership and Collaboration

- 66. How do you align with our business goals?
- 67. What's your process for incorporating our feedback?
- 68. How often do you meet with clients to discuss performance?
- 69. Can you share case studies from other clients in our industry?
- 70. How do you foster a collaborative relationship with your clients?

Sustainability Metrics

- 71. How do you measure your environmental impact?
- 72. What sustainability certifications do you hold?
- 73. How do you monitor energy usage in your facilities?
- 74. Do you use renewable energy sources?
- 75. Can you help us reduce our carbon footprint?

Continuous Improvement

- 76. How do you identify inefficiencies in your processes?
- 77. What's your approach to adopting new logistics technologies?
- 78. Can you share examples of process improvements you've implemented?
- 79. How do you stay ahead of industry trends?
- 80. Do you have a plan for continuous improvement in our partnership?

Geographic Reach

- 81. How many warehouses do you operate, and where are they located?
- 82. Can you expand operations to new regions if needed?
- 83. What's your average delivery time to our key markets?
- 84. Do you offer localized expertise in different regions?
- 85. How do you handle international customs and regulations?

Customer Feedback

- 86. Do you gather feedback from our customers about your performance?
- 87. How do you incorporate customer feedback into your operations?
- 88. Can you share examples of how you've improved based on feedback?
- 89. What's your process for responding to negative feedback?
- 90. How do you measure customer satisfaction for our shipments?

Strategic Value

- 91. How can you help us expand into new markets?
- 92. What services do you offer to improve our supply chain efficiency?
- 93. How do you help us stay competitive in the logistics industry?
- 94. Can you provide advice on reducing costs or optimizing operations?
- 95. What value-added services do you offer?

Final Evaluation

- 96. What sets you apart from other 3PL providers?
- 97. Are there areas where you believe we could work better together?
- 98. What's your long-term vision for our partnership?
- 99. Are there additional services you think we should consider?
- 100. How do you plan to grow and adapt to meet our future needs?