

3PL Site Visit Checklist

Items to Consider

Location	Checked
What is the proximity of the location to ports / suppliers / existing customers? What is the situation with regard to workforce availability?	<input type="checkbox"/>
Equipment	Checked
What type of racking, sortation systems, conveyors are being used? What type of scanning occurs - what devices are being used? Scan pick or pack? How are packing stations set up? Is there any automation?	<input type="checkbox"/>
Staff and Culture	Checked
Do workers appear to be happy and engaged ? What is the ratio of employees to labour hire? Are there any programs for training and retention? What are the staff turnover rates like?	<input type="checkbox"/>
Operating Procedures	Checked
Receiving, put away What is the checking process, what is the put away process (original cartons or decant?) What visibility to status is available?	<input type="checkbox"/>
Inventory management What is the inventory management process? Is there a cycle counting process? What visibility to stock on hand is available?	<input type="checkbox"/>
Order management What is the picking process - single order, batch, with device or paper based? What is the packing process - with device, paper based? What is experience with ecomm order fulfilment? What visibility to the status of orders is available?	<input type="checkbox"/>
Dispatch What is the dispatch process? What TMS is used? What documents are/can be sent with orders? What are the current / proposed carriers? What visibility to dispatch status and tracking is available?	<input type="checkbox"/>
Returns What is the returns process? What system is used? What is experience managing ecomm returns? What visibility to the status of returns processing available?	<input type="checkbox"/>
Security Measures and Systems	Checked
Do entry and exit checks occur? How many security cameras? Are there security guards on site? Is the site alarmed - security / fire ? Is there a sprinkler system? Is the site certified e.g. TAPA?	<input type="checkbox"/>
Current Operating Systems	Checked
What are the current WMS, TMS being used? What other systems are being used?	<input type="checkbox"/>
Compatibility	Checked
Does the 3PL handle similar products / customers, similar channels including ecommerce, have common delivery points that can be leveraged, have customers with similar special customer requirements (EDI, shipping processes)	<input type="checkbox"/>
Communication Process	Checked
How will 3PL communicate with 2XU customer service, operations, management and vice versa	<input type="checkbox"/>
Service Level Expectations	Checked
What is the normal cut off time for receiving orders to ensure same day shipping? What is the receiving TAT? What is the order picking and dispatch TAT? What is inventory accuracy like?	<input type="checkbox"/>
Roles and Responsibilities	Checked
Who is responsible for what - carrier selection, customer compliance (chargebacks), return authorizations?	<input type="checkbox"/>
Process of Management	Checked
How will the 3PL manage and develop the relationship? What does the review schedule look like? What type of reporting is available?	<input type="checkbox"/>
Costing Methodology	Checked
What is the normal method of charging for 3PL services - transaction based , cost plus? What is included / excluded in rates (consumables ++)?	<input type="checkbox"/>
Availability	Checked
Do they have the space, resources and ability to implement in time frame required?	<input type="checkbox"/>
Transition Planning / Implementation	Checked
What is the approach to onboarding ? What resources are allocated to the project? How is the IT integration handled?	<input type="checkbox"/>
Other	Checked
Gut feel - do you feel like you can develop a long term relationship with the service provider?	<input type="checkbox"/>

Notes