

Fulfilment checklist

MULTI-CHANNEL FULFILMENT

DSV MCF offers professional fulfilment solutions tailored to fit your specific needs. Please complete this checklist as much as you can so that we can give you the best advice.

Your company name _____
Company size (FTE's) < 5 6 – 25 26 – 100 > 100
Your corporate website _____

 Mr Ms
Your first name _____
Your last name _____
Your profession _____
Your telephone number _____ in (country) _____
Your e-mail address _____

Which services are you interested in? (More than one answer is possible)

Fulfilment and handling:

- (International) Response Handling
- Financial Fulfilment (Administration)
- Pick & Pack (incl. optional Value Added Services)
- Warehousing and Stock Management
- Distribution
- (International) Customer Service
- Returns Handling

Know-how, advice and/or support:

- Implementing an e-commerce solution
- Implementing a multi-channel solution
- Optimizing your supply chain or warehouse
- A multi- or omni-channel ICT solution
- Supply Chain Management
- VAT and other tax issues

Are you already active in this market?

- No Yes, since _____ (year)

If so, in which countries?

- Netherlands France Belgium United Kingdom Germany
 Other(s), please specify: _____

How are these fulfilment activities handled at the moment?

- Not yet By ourselves Via another 3PL Via _____

What stage are you at in your planning?

- Just looking around the market
- Short listing potential suppliers
- Want a price quote

When do you plan to go 'live' with a new fulfilment solution?

- Within several weeks Within 12 months
 Within several months We don't have fixed plans yet

Where did you hear about DSV (Multi-Channel Fulfilment)?

- Via a search engine I have done business with DSV MCF before
 Via an article about DSV MCF Via a colleague or acquaintance
 Via a trade fair or seminar Other, please state: _____

DSV – Global Transport and Logistics

We provide and manage supply chain solutions for thousands of companies every day – from the small family run business to the large global corporation. Our reach is global, yet our presence is local and close to our customers. 45,000 employees in more than 80 countries work passionately to deliver great customer experiences and high quality services.

Read more at www.dsv.com



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How many orders do you expect and how do you expect them to be composed?

	Direct-to-consumer		Business-to-business	
	Now	+1 year	Now	+1 year
Average number of orders per month	_____	_____	_____	_____
Average number of order lines per order	_____	_____	_____	_____
Average number of units per order line	_____	_____	_____	_____

How many returns do you expect?

Average number of units returned per returned order _____ %

To which destinations do you expect to be shipping your orders?

- | | | |
|---|--|--|
| <input type="checkbox"/> Netherlands _____% | <input type="checkbox"/> United Kingdom _____% | <input type="checkbox"/> Non-EU countries _____% |
| <input type="checkbox"/> Belgium _____% | <input type="checkbox"/> France _____% | <input type="checkbox"/> Outside Europe _____% |
| <input type="checkbox"/> Germany _____% | <input type="checkbox"/> Other EU-countries _____% | |

How do you expect the composition of your assortment to be (approximately)?

- Number of different SKUs¹ _____ (possibly increasing up to _____ SKUs¹)
- Number of different SKUs¹ in stock _____ (possibly increasing up to _____ SKUs¹)
- Average weight per order unit in stock² _____ gram/kg* (1.000 gram = 1 kg; 1 kg = 2.205 lbs; 1 lb = 0.4536 kg)
- Average size per order unit² _____ x _____ x _____ cm (1 inch = 2.54 cm; 1 foot = 30.88 cm; 1 cm = 0.3997 inch)
- Maximum size per order unit² _____ x _____ x _____ cm
- Number of Euro pallets in stock per SKU¹ _____ (Euro pallet = 120 x 80 cm; Block pallet = 120 x 100 = 1,33 Euro pallet)
- Total number of Euro pallets in stock _____
- Are special storage conditions required? No Yes, please state _____

What are your expectations regarding incoming stock?

- Number of incoming shipments _____ per month
- Number of SKUs¹ per incoming shipment _____
- Average size per incoming shipment _____ Pallets/cartons*
- Share of barcoded SKUs _____ %

¹ Every size, colour, etc is a SKU

² To be able to have an estimate of the average size and weight per outbound shipment

If you also outsource your customer care, how many contacts do you expect?

_____ %

In which languages do you want us to communicate with your customers?

- | | | |
|--|--|--|
| <input type="checkbox"/> Dutch _____% | <input type="checkbox"/> English _____% | <input type="checkbox"/> German _____% |
| <input type="checkbox"/> French _____% | <input type="checkbox"/> Other(s), please state: _____ | _____% |

Is there anything else that we should know to be able to send you a complete offer?

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