

Prospective New Client Questionnaire

Company name

Date

PRODUCTS

RESPONSE

What type of goods would you like us to manage?

How many different product types (SKUs) would we be handling?

What is your standard product unit?

What are the typical dimensions and weight of a pallet of your goods? Please detail for each SKU if significantly different. Please provide photos.

What is the fire rating of your products?

INWARDS

Do inwards goods typically arrive as palletised freight (LCL) or as full shipping containers (FCL)?

If containerised, are these 20' or 40' containers or both?

Are containers loose stacked or palletised?

If containers are loose stacked, how many units on average are there per container?

If containers are loose stacked, are there mixed SKU's or batches in each container? If so, what is the extent and how much sorting is required?

If containers are palletised, how many pallets on average are there per container?

Are your inwards containers imported and require MPI clearance?

Is wrapping and/or top sheet required?

How many inwards goods consignments are expected on average per month?

STORAGE

How many pallets of product will we be expected to hold?

Is your product stored on standard CHEP NZ pallets (1.0m x 1.2m)? If not, what type of pallet does your product require?

Can pallets of your product be block-stacked? If so, how many pallets high can they be stacked?

What is the average total value of stock held for insurance purposes?

What stock-taking/inventory management processes will you require and how often?

OUTWARDS

In what format will we be receiving your orders (e-mail/EDI/potential interface)?

How many orders will we typically despatch per week/month?

What is the average number of product lines and units per order?

Will we doing carton or unit as well as pallet picks?

Is there a minimum order quantity that you have with your clients?

Are there any special requirements for packing or dispatching orders?

Is there a daily order cut-off time for next day delivery?

Do you have an established "peak season" or times of increased activity out of the norm?

FREIGHT

We have a transport company that moves containers and delivers freight in the wider Wellington area. We also have an agreement with Toll to deliver nationwide. Please indicate if you require pricing for containers/freight and if so, detail specific requirements including destinations.

OTHER SERVICE REQUIREMENTS	
<p>Please outline any tailored service requirements such as:</p> <ul style="list-style-type: none">- additional stock keeping, cycle counting etc- standard 'automated' and special reporting- web access to reports or activity- pallet consolidations to reduce storage charges- customised communication or documentation- KPI's- special administrative or key customer requirements	