

Co-Packaging Provider Questionnaire

Checklist Items	Yes	No	Comments
RELIABLE			
Do you offer an Order Accuracy Guarantee ?			
Do you offer flexible pricing plans that can be tailored to my business needs?			
Do you offer free account setup ?			
Do you have a “ no hidden fees ” policy?			
Do you offer value-add services including kitting, labelling, inserts, etc.?			
Do you provide inventory management and control services?			
Do you offer free SKU Management ?			
Do you offer an Inventory Accuracy Guarantee ?			
Do you offer flexible, custom solutions tailored to my specific business needs?			
Do you offer an order processing guarantee ?			
Do you offer flexible inventory storage pricing options based on palletized or non-palletised items?			
Are your staff incentivised to meet or exceed certain performance metrics?			
SECURE			
Is the facility climate-controlled ?			
Does your facility security system have multiple power source backups ?			
Do you do full background checks on your employees?			
Do clients have access to your facility for visits?			
FAST			
Do you offer same business day order processing with a cut-off of 5pm EST ?			
Do you have a fast and easy way to communicate with your clients ?			
Do you offer competitive prices?			
Ability to meet regulatory or compliance needs?			
Are your reports and invoices understandable and accurate?			
Checklist Total			