COMMAND
DISTRIBUTION PARTNERS

CLIENT DISCOVERY • ECOMMERCE • RETAIL • B2B • WAREHOUSING • PROJECT SERVICES

Fulfillment & Distribution Scope Questionnaire

HOW TO USE THIS QUESTIONNAIRE Complete only the sections that apply to your operation. Estimates and ranges are welcome. If a question does not fit your business, leave it blank or enter N/A. The information will help Command Distribution Partners prepare an operating plan and tailored rate proposal.

COMPANY / LEGAL ENTITY	PRIMARY CONTACT
EMAIL	PHONE
WEBSITE	TARGET START
CURRENT WAREHOUSE LOCATION(S)	DATE COMPLETED

SERVICES OF INTEREST

☐ Warehousing & storage	☐ Ecommerce / direct-to-consumer fulfillment
☐ Retail / wholesale / B2B fulfillment	☐ Inbound receiving / container unloading
☐ Parcel shipping	☐ LTL / FTL / freight coordination
☐ International shipping / customs support	☐ Returns / reverse logistics
☐ Kitting / labeling / repack / assembly	☐ Custom projects / value-added services
☐ Systems / EDI / API integration	☐ Other / not yet determined

BRIEFLY DESCRIBE WHAT YOU WOULD LIKE CDP TO SUPPORT

01 Business & Program Overview

Company structure, channels, current operation, goals, and launch approach

01 Which brands, divisions, programs, or legal entities should be included?

BRANDS / PROGRAMS / ENTITIES IN SCOPE

02 Which sales channels are in scope now or reasonably expected during the first year?

☐ Direct-to-consumer ecommerce	☐ Online marketplaces
☐ Wholesale / B2B	☐ National retail
☐ Regional / local retail	☐ Amazon FBA or FBM
☐ Distributors / dealers	☐ Corporate / program sales
☐ Subscription / recurring orders	☐ International customers
☐ Other	

03 How is fulfillment handled today, and what should improve under a CDP solution?

☐ Handled internally	☐ Current 3PL partner
☐ Split between internal team and 3PL	☐ Multiple facilities or partners
☐ Client-operated warehouse(s)	☐ Other
CURRENT PAIN POINTS. REQUIRED OUTCOMES. OR NON-NEGOTIABLES	

04 What role should Command Distribution Partners play in your network?

☐ Primary fulfillment location	☐ Secondary / regional fulfillment location
☐ Overflow / additional storage capacity	☐ Project / value-added services hub
☐ Retail / B2B distribution location	☐ Returns processing location
☐ Import / inbound receiving location	☐ Not yet determined
☐ Other	

05 What launch approach and timing should we plan for?

TARGET START DATE	LAUNCH APPROACH
INITIAL INVENTORY / VOLUME	PEAK / GROWTH EXPECTATION

02 Product & SKU Profile

Catalog size, dimensions, identifiers, packaging, and special handling

06 Which product categories may be included?

☐ Apparel / footwear / accessories	☐ Consumer goods
☐ Electronics / AV equipment	☐ Home / hardware / tools
☐ Health / beauty / personal care	☐ Food / beverage
☐ Industrial / automotive parts	☐ Promotional / marketing materials
☐ Retail displays / fixtures	☐ Fragile / high-value products
☐ Oversized equipment	☐ Other

07 What is the expected SKU and unit profile?

ACTIVE SKUS AT LAUNCH	PEAK ACTIVE SKUS
TOTAL UNITS AT LAUNCH	AVERAGE UNITS PER SKU
NEW SKUS PER MONTH	VARIANTS / SIZES / COLORS

08 How are products identified and controlled?

☐ Client SKU	☐ UPC / EAN / GTIN
☐ Scannable barcode	☐ Style / color / size
☐ Lot / batch number	☐ Serial number
☐ Expiration / best-by date	☐ Country of origin
☐ Asset tag / unique ID	☐ No barcode currently
☐ Other	

09 Provide the typical dimensional and packaging profile.

Ranges are acceptable. Attach a SKU master if it already contains dimensions, weights, and pack quantities.

LEVEL	TYPICAL DIMENSIONS (L X W X H)	TYPICAL WEIGHT	PACK QUANTITY	LARGEST / HEAVIEST
Sellable unit				
Inner pack				
Master case				
Pallet / crate				

10 Do any products require special handling, storage, or compliance controls?

☐ Fragile	☐ High-value / theft-sensitive
☐ Oversized / non-conveyable	☐ Liquid
☐ Lithium battery / battery-powered	☐ Hazardous / regulated
☐ Temperature-sensitive	☐ Sharp / puncture risk
☐ Magnetic	☐ Serialized / chain of custody
☐ Special insurance / declared value	☐ ESD-sensitive electronics
☐ Other	☐ None of the above

SPECIAL HANDLING DETAIL

03 Inbound Receiving & Supply Chain

Origins, transportation, appointments, documentation, verification, and exceptions

11 Where will inbound inventory originate and how will it arrive?

☐ Domestic supplier parcel	☐ Domestic supplier LTL
☐ Domestic supplier FTL	☐ Floor-loaded container
☐ Palletized container	☐ Air freight
☐ Client facility transfer	☐ Direct import / port drayage
☐ Customer returns	☐ Vendor drop shipment
☐ Other	

12 What normal and peak inbound volume should we plan for?

METRIC	NORMAL MONTH	PEAK MONTH	LARGEST SINGLE RECEIPT
Inbound POs / ASNs			
Parcel receipts			
Cartons			
Pallets			
Containers / trailers			

13 What advance notice and documentation will be provided before receipt?

☐ Purchase order	☐ Advance shipment notice (ASN)
☐ Packing list	☐ Tracking / PRO number
☐ Bill of lading	☐ Carton and pallet counts
☐ SKU / quantity detail	☐ Lot / serial detail
☐ Appointment request	☐ Commercial invoice / import docs
☐ No consistent advance notice	☐ Other

TYPICAL NOTICE LEAD TIME AND PREFERRED SUBMISSION METHOD

14 What receiving verification should be completed?

☐ Count pallets	☐ Count cartons
☐ Count units	☐ Verify SKU / UPC
☐ Scan each sellable unit	☐ Verify lot / serial / expiration
☐ Inspect visible damage	☐ Photograph exceptions
☐ Photograph every receipt	☐ Quality-control sampling
☐ Measure / weigh new SKUs	☐ Function / power-on test
☐ Other	

15 How should receiving discrepancies, shortages, overages, or damaged product be handled?

TOLERANCE, NOTIFICATION, HOLD, PHOTO, AND APPROVAL INSTRUCTIONS

16 If imports or containers are involved, what should we plan for?

PRIMARY ORIGIN COUNTRIES / PORTS	TYPICAL CONTAINER / FREIGHT TYPE
FLOOR-LOADED OR PALLETIZED	CUSTOMS BROKER / IMPORTER OF RECORD

DRAYAGE, CUSTOMS, APPOINTMENT, INSPECTION, DUTY, OR SPECIAL IMPORT REQUIREMENTS

17 What initial inventory placement or facility-to-facility transfer should we plan for?

ESTIMATED INITIAL PALLETS / CARTONS	SOURCE LOCATION(S)
EXPECTED LOAD TYPE	TRANSFER ARRANGED BY

TRANSFER SEQUENCE, ACCESS LIMITS, SCHEDULING, OR EQUIPMENT REQUIREMENTS

04 Storage & Inventory Control

Space, storage method, segregation, rotation, accuracy, and reporting

18 What average and peak storage profile should we plan for?

STORAGE MEASURE	AVERAGE	PEAK	NOTES
Pallet positions			
Floor-stacked positions			
Shelving / bin locations			
Loose cartons			
Crates / oversized pieces			
Total units			

19 Which storage methods or controls may be required?

☐ Standard pallet rack	☐ Floor stack
☐ Shelving / bin storage	☐ Secured / restricted area
☐ Oversized-item storage	☐ Crate storage
☐ Quarantine / quality hold	☐ Temperature control
☐ Dedicated brand / client area	☐ Garment / hanging storage
☐ Other	

20 How must inventory be segregated?

☐ By brand	☐ By SKU
☐ By style / color / size	☐ By lot / batch
☐ By serial number	☐ By expiration date
☐ By condition / status	☐ By retailer / customer
☐ By ownership entity	☐ No special segregation beyond SKU
☐ Other	

21 What inventory rotation and traceability rules apply?

☐ FIFO	☐ FEFO
☐ Lot control	☐ Serial control
☐ Expiration control	☐ Country-of-origin tracking
☐ Chain of custody	☐ No rotation rule
☐ Other	

22 What cycle-counting and inventory-accuracy standards are expected?

CYCLE COUNT FREQUENCY	TARGET INVENTORY ACCURACY
FULL PHYSICAL INVENTORY	CLIENT-DIRECTED COUNTS

23 How should damaged, aged, obsolete, or excess inventory be handled?

☐ Quarantine pending instruction	☐ Return to vendor
☐ Rework / repackage	☐ Liquidate
☐ Donate	☐ Destroy / dispose
☐ Transfer back to client	☐ Case-by-case approval
☐ Other	

AGING THRESHOLDS, APPROVAL CONTACTS, OR DOCUMENTATION REQUIREMENTS

24 What inventory reporting is required?

☐ Real-time portal visibility	☐ Daily on-hand report
☐ Weekly on-hand report	☐ Monthly inventory statement
☐ Lot / serial report	☐ Aging report
☐ Low-stock report	☐ Variance / adjustment report
☐ Custom report	☐ Other

05 Ecommerce & Direct-to-Consumer

Order profile, packaging, parcel shipping, and customer experience

25 Which ecommerce and marketplace platforms are used?

☐ Shopify	☐ WooCommerce
☐ Amazon	☐ Walmart Marketplace
☐ TikTok Shop	☐ eBay
☐ Custom storefront	☐ Other marketplace / platform

PRIMARY STOREFRONT URL AND CURRENT ORDER-MANAGEMENT SYSTEM

26 What normal and peak ecommerce order profile should we plan for?

METRIC	NORMAL	PEAK	NOTES
Orders per day			
Orders per month			
Order lines per order			
Units per order			
Cartons per order			
International orders			

27 What order cutoff and fulfillment service level is required?

☐ Same-business-day shipping	☐ Next-business-day shipping
☐ Within two business days	☐ Holiday processing
☐ No fixed same-day commitment	☐ Priority / rush orders
☐ Other	

REQUIRED DAILY CUTOFF	PEAK-PERIOD SERVICE EXPECTATION

28 Which order rules or exceptions may occur?

☐ Backorders permitted	☐ Split shipments permitted
☐ Partial shipments permitted	☐ Order holds / fraud review
☐ Preorders	☐ Subscription orders
☐ Bundles / virtual kits	☐ Gift notes
☐ Personalization	☐ Address validation
☐ Carrier-service rules by order	☐ Other

29 What outbound packaging should be used?

☐ Corrugated cartons	☐ Poly mailers
☐ Padded mailers	☐ Rigid mailers
☐ Client-branded packaging	☐ CDP-sourced packaging
☐ Client-supplied packaging	☐ Protective dunnage
☐ Packing slip	☐ Marketing insert
☐ Gift packaging	☐ Custom crate / wood packaging
☐ Other	

CURRENT PACKAGE SIZES, PACK-OUT RULES, INSERTS, OR PRESENTATION REQUIREMENTS

30 Which parcel carriers and service levels are expected?

☐ USPS	☐ UPS
☐ FedEx	☐ DHL / international carrier
☐ Regional carrier	☐ Marketplace / platform carrier
☐ Ground / economy service	☐ Expedited / air service
☐ Signature required	☐ Declared-value insurance
☐ International shipping	☐ Other

PREFERRED CARRIERS. SERVICES. ZONES. DESTINATIONS. OR INSURANCE THRESHOLDS

31 How should parcel postage and shipping labels be purchased?

☐ Use client carrier account(s)	☐ Use Command Distribution Partners account(s)
☐ Rate-shop client and CDP accounts	☐ Marketplace / platform-provided labels
☐ Third-party or collect billing	☐ Model varies by channel or order
☐ Other	

ACCOUNT MODEL. LABEL SOURCE. BILLING RULES. OR APPROVAL LIMITS

32 What international parcel-shipping support is required?

☐ Commercial invoice preparation	☐ Customs data / descriptions
☐ HTS / Schedule B support	☐ Duties / taxes billed to shipper
☐ Duties / taxes billed to recipient	☐ DDP / DAP or other Incoterm
☐ Broker / carrier coordination	☐ Country-specific paperwork
☐ No international parcel shipping	☐ Other

PRIMARY DESTINATION COUNTRIES AND ANY SPECIAL INTERNATIONAL REQUIREMENTS

06 Retail, Wholesale & B2B

Purchase orders, EDI, routing, compliance, pallet shipping, and freight

33 Which customer types or trading partners are in scope?

☐ Independent retailers	☐ Distributors / dealers
☐ Corporate / program customers	☐ Amazon
☐ Walmart	☐ Home Depot
☐ Costco	☐ Other national retailer
☐ Regional retailer	☐ International wholesale customer
☐ Other	

34 What normal and peak retail / B2B order profile should we plan for?

METRIC	NORMAL	PEAK	NOTES
Purchase orders per month			
Order lines per PO			
Cases per order			
Pallets per order			
Parcel / LTL / FTL mix			

35 Which fulfillment units of measure are required?

☐ Each pick	☐ Inner-pack pick
☐ Full-case pick	☐ Mixed-case order
☐ Full-pallet pick	☐ Mixed-SKU pallet
☐ Floor-loaded shipment	☐ Crated / oversized shipment
☐ Other	

36 Which EDI or electronic documents are required?

☐ 850 Purchase Order	☐ 855 PO Acknowledgment
☐ 856 Advance Ship Notice	☐ 810 Invoice
☐ 846 Inventory Advice	☐ 940 Warehouse Shipping Order
☐ 945 Warehouse Shipping Advice	☐ 997 Functional Acknowledgment
☐ CSV / SFTP files	☐ Retail portal entry
☐ No EDI currently	☐ Other

CURRENT EDI PROVIDER	TRADING PARTNERS REQUIRING EDI

37 Which retail routing and compliance services may be required?

☐ Retailer routing portal	☐ Carrier routing / tender
☐ Appointment scheduling	☐ Must-arrive / delivery-window control
☐ ASN transmission	☐ GS1-128 / UCC-128 labels
☐ SSCC pallet labels	☐ Retailer carton labels
☐ Pallet labels / placards	☐ BOL / VICS BOL
☐ Price tickets / hang tags	☐ Polybagging / hanger requirements
☐ Floor-ready retail prep	☐ Customer-specific pack rules
☐ Other	

38 What freight terms and transportation modes are typical?

☐ Prepaid	☐ Collect
☐ Third-party billed	☐ Parcel
☐ LTL	☐ FTL
☐ Small fleet / local delivery	☐ Customer pickup
☐ Expedited	☐ Air freight
☐ Ocean freight	☐ Other

PREFERRED CARRIERS. ROUTING OWNERSHIP. DELIVERY APPOINTMENTS. OR FREIGHT REQUIREMENTS

39 What appointment, delivery-window, MABD, OTIF, or routing performance requirements apply?

RETAIL / B2B SERVICE-LEVEL REQUIREMENTS

40 Are there routing guides, compliance manuals, chargebacks, or customer-specific SOPs we should review?

CUSTOMERS AND RECURRING REQUIREMENTS / ISSUES

07 Returns & Reverse Logistics

Returns, inspection, testing, disposition, refurbishment, and reshipment

41 What return volume and sources should we expect?

CONSUMER RETURNS / MONTH	RETAIL / B2B RETURNS / MONTH
CARRIER-RETURNED PARCELS	RETURN AUTHORIZATION METHOD

42 Which return-processing steps are required?

☐ Receive and identify return	☐ Open and inspect
☐ Photograph product	☐ Grade condition
☐ Verify SKU / quantity	☐ Restock sellable inventory
☐ Repackage / refurbish	☐ Quarantine for approval
☐ Return to vendor	☐ Dispose / recycle
☐ Ship replacement	☐ Transmit return status / reason
☐ Other	

43 Do returned products require functional testing, diagnostics, or technical evaluation?

☐ Visual inspection only	☐ Power-on test
☐ Functional test	☐ Software / firmware check
☐ Component verification	☐ Bench test / diagnostic equipment
☐ Photos / video evidence	☐ Test result documentation
☐ Client-provided test procedure	☐ No testing required
☐ Other	

REQUIRED TOOLS, FIXTURES, PASS/FAIL CRITERIA, SAFETY PROCEDURES, OR TECHNICIAN SKILLS

44 What criteria determine whether returned product can be restocked?

CONDITION GRADES, PACKAGING REQUIREMENTS, APPROVAL THRESHOLDS, AND DISPOSITION INSTRUCTIONS

45 How should undeliverable or carrier-returned shipments be handled?

☐ Notify client and hold	☐ Correct address and reship
☐ Restock immediately	☐ Inspect before restock
☐ Dispose after approval	☐ Return to client
☐ Case-by-case instruction	☐ Other

REQUIRED NOTIFICATION TIMING, HOLD PERIOD, OR RESHIP APPROVAL PROCESS

08 Value-Added & Project Services

Kitting, labeling, crating, assembly, rework, inspection, and special projects

46 Which value-added services may be required?

☐ Kitting / bundling	☐ Assembly
☐ Display building	☐ Labeling / relabeling
☐ Price ticketing	☐ Repack / carton change
☐ Polybagging	☐ Insert placement
☐ Quality inspection	☐ Rework / correction
☐ Sample / marketing kits	☐ Retail compliance prep
☐ Returns refurbishment	☐ Custom crating
☐ Product photography	☐ Liquidation / disposal
☐ Custom project work	☐ Other

47 Describe any known or anticipated projects.

PROJECT / SERVICE	FREQUENCY	UNITS PER BATCH	TURNAROUND	PRIMARY STEPS / OUTPUT
Project 1				
Project 2				
Project 3				
Project 4				

48 How will project instructions, bills of material, samples, and approvals be provided?

☐ Written SOP	☐ Bill of material (BOM)
☐ Approved physical sample	☐ Photo / video standard
☐ Client onsite training	☐ Email instructions
☐ Portal / shared folder	☐ Requirements vary by project
☐ Other	

APPROVAL CONTACTS, REVISION CONTROL, OR SAMPLE-SIGNOFF PROCESS

49 Who supplies project materials, packaging, crates, and consumables?

☐ Client supplies all materials	☐ CDP sources standard materials
☐ CDP sources specialty materials	☐ CDP sources cartons / dunnage
☐ Client supplies crates	☐ CDP sources / builds crates
☐ Third-party crating vendor	☐ Reusable crate program
☐ ISPM-15 / export wood packaging may apply	☐ Purchase-order approval required
☐ Supplier minimums may apply	☐ Materials vary by project
☐ Other	

KNOWN MATERIALS. SOURCING CONSTRAINTS. LEAD TIMES. CRATE SPECIFICATIONS. OR VENDOR REQUIREMENTS

50 What special tools, equipment, workspace, training, or safety requirements may be needed?

☐ Standard hand tools	☐ Power tools
☐ ESD-safe workstation	☐ Test / diagnostic equipment
☐ Lifting / rigging equipment	☐ Forklift / clamp / specialty attachment
☐ Dedicated project area	☐ Client-provided equipment
☐ Client training / certification	☐ PPE / safety procedure
☐ Other	

EQUIPMENT, TRAINING, CERTIFICATION, OR WORKSPACE DETAILS

51 What quality-control and production reporting is required?

☐ First-article approval	☐ 100% inspection
☐ Statistical sampling	☐ Before / after photos
☐ Defect log	☐ Production by shift / day
☐ Units completed / remaining	☐ Material usage report
☐ Labor / time-study data	☐ Lot / batch traceability
☐ Other	

ACCEPTANCE CRITERIA, TOLERANCES, REWORK RULES, OR PEAK PROJECT CALENDAR

09 Systems, Data & Integration

Orders, inventory, tracking, shipping, reporting, portals, EDI, and APIs

52 Which business systems are currently used?

SYSTEM AREA	CURRENT PLATFORM	OWNER / CONTACT	NOTES
Ecommerce / storefront			
ERP / accounting			
Order management			
Marketplace management			
EDI provider			
Shipping / carrier system			
Current WMS / 3PL portal			

53 Which integration or data-exchange methods are acceptable?

☐ Direct API integration	☐ Native ecommerce connector
☐ EDI	☐ SFTP / flat file
☐ CSV import / export	☐ Email / manual file
☐ Client portal entry	☐ Retailer portal entry
☐ Phased integration	☐ Method to be recommended
☐ Other	

54 Which data and transactions must be available?

☐ Orders	☐ Order status
☐ Inventory on hand	☐ Available-to-promise
☐ Inbound ASNs / receipts	☐ Tracking numbers
☐ Returns and dispositions	☐ Adjustments / variances
☐ Lot / serial data	☐ Retail EDI documents
☐ Billing detail	☐ Custom data feed
☐ Other	

10 Service Levels, Reporting, Billing & Contacts

KPIs, contacts, escalation, commercial requirements, and implementation

55 Which operating KPIs or reports are required?

☐ On-time shipment	☐ Order accuracy
☐ Inventory accuracy	☐ Receiving turnaround
☐ Dock-to-stock time	☐ Return turnaround
☐ Fill rate	☐ Backorder report
☐ Aging inventory	☐ Freight / parcel spend
☐ Chargeback / compliance report	☐ Project productivity
☐ Custom dashboard / report	☐ Other

56 Who are the primary project and operating contacts?

ROLE	NAME	EMAIL	PHONE
Executive sponsor			
Day-to-day operations			
IT / integration / EDI			
Billing / finance			
Customer service / returns			
Backup / escalation			

57 What billing, purchase-order, or invoice-detail requirements apply?

☐ Client PO required	☐ Separate invoices by brand
☐ Separate invoices by channel	☐ Separate invoices by project
☐ Detailed activity backup	☐ Cost-center / department coding
☐ Electronic invoice required	☐ Materials billed by PO
☐ Freight / postage pass-through detail	☐ Other

INVOICE RECIPIENT	PAYMENT TERMS REQUESTED

58 How should operating exceptions be escalated?

EXCEPTION ESCALATION PROCESS

59 What implementation dependencies, risks, or deadlines should we account for?

IMPLEMENTATION DEPENDENCIES AND CRITICAL DATES

11 Supporting Information & Final Notes

Files, examples, remaining requirements, and next steps

60 Which supporting files can be provided?

☐ SKU master with dimensions and weights	☐ Current inventory snapshot
☐ 6-12 months of ecommerce order history	☐ 6-12 months of retail / B2B order history
☐ Inbound PO / receipt history	☐ Sample ecommerce orders
☐ Sample retail purchase orders	☐ Carrier invoices / parcel profile
☐ Retail routing guides / compliance manuals	☐ EDI maps / trading-partner specifications
☐ Packaging specifications / photos	☐ Crate drawings / packaging specs
☐ Project SOPs / BOMs / samples	☐ Returns history and reason codes
☐ Current fulfillment invoice / rate structure	☐ None currently available
☐ Other	

61 Is there anything else about your products, workflow, customer experience, technology, compliance requirements, or commercial structure that we should know?

ADDITIONAL REQUIREMENTS, QUESTIONS, OR CONTEXT

WHAT HAPPENS NEXT

01 REVIEW	02 SOLUTION DESIGN	03 PROPOSAL	04 LAUNCH
We review the questionnaire and confirm remaining assumptions.	We map workflows, storage, systems, labor, and service levels.	We prepare the operating scope, implementation approach, and pricing.	Once approved, we align contacts, data, materials, testing, and start date.

THANK YOU

Please email the completed questionnaire to jason@shipcdp.com. We will use the information provided to prepare a practical operating plan and tailored rate proposal.

SHIPCDP.COM • LAS VEGAS, NEVADA

MORE THAN WAREHOUSE SPACE.

AN OPERATING PARTNER BUILT FOR GROWTH.

INVENTORY • FULFILLMENT • ROUTING • LABELING • SHIPPING • PROJECT SERVICES