

How to Choose the Right 3PL Partner

Top 10 Questions to Ask When Interviewing a 3PL:

Q What services do you offer beyond basic pick, pack, and ship?

A *Look For:* Kitting, bundling, custom packaging, FBA prep, hazmat handling, B2B capabilities, and value-added services.

Q What technology or warehouse management system (WMS) do you use, and how does it integrate with my sales platforms?

A *Look For:* Real-time inventory tracking, integration with Amazon, Shopify, BigCommerce, etc., and reporting features.

Q Do you provide a dedicated account manager or personalized support?

A *Look For:* Access to a real person, not just a ticketing system, and proactive communication.

Q Where are your warehouse locations, and how do they support fast, cost-effective shipping?

A *Look For:* Strategically located facilities that reduce shipping zones and offer same-day or 2-day options.

Q What industries or product types do you specialize in?

A *Look For:* Experience handling products similar to yours (e.g., apparel, electronics, hazmat, or B2B retail fulfillment).

Q Can you handle scaling — both peak seasons and long-term growth?

A *Look For:* Evidence they can grow with you (capacity, staffing, systems) and handle Q4 spikes or flash sales.

Q What is your pricing structure and are there any hidden fees?

A *Look For:* Clear, transparent pricing for storage, receiving, pick/pack, shipping, and account support — ask for a sample invoice!

Q Can you provide references or case studies from businesses similar to mine?

A *Look For:* Social proof, testimonials, or examples of success stories that reflect your business goals

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