



A Division of Graphik Dimensions Ltd.
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FULFILLMENT SERVICE REQUIREMENTS

Date: _____
Company Name: _____
Contact: _____
Address: _____
City: _____ State: _____ Zip: _____
Phone: _____ Referred By: _____
Ownership (public, private): _____
Company History: _____

Please note that all information supplied by you to GRAPHIK DIMENSIONS LTD. remains in the strictest of confidence and is used only for proprietary reasons for the purpose of formulating a quotation for fulfillment services. The confidential information that you supply to us helps us to identify your individual requirements and assists in customizing the services we are able to offer.

General Information

Number of Catalog Drops Per Year: _____
When: _____ Circulation Per Drop: _____
Average Order Value \$: _____ Number of Active Buyers: _____
Total List: _____ Product Classification or Description: _____

Target Market: _____
Why are you looking for fulfillment services? _____

Main Criteria Used to Evaluate Fulfillment Service: _____

Projected Start-Up Date: _____

Order Entry/Office

Normal Hours Required for On-Line Telephone Order Entry: _____
Off Hours Service Requirements (Applicable Phone Message) _____

Anticipated Order Volumes:

	Year 1 1 st Qtr	Year 1 2 nd Qtr	Year 1 3 rd Qtr	Year 1 4 th Qtr	Total	Year 2	Year 3
Phone (Number/Percent)	_____	_____	_____	_____	_____	_____	_____
Mail (Number/Percent)	_____	_____	_____	_____	_____	_____	_____
Other (Explain)	_____	_____	_____	_____	_____	_____	_____
Total Number	_____	_____	_____	_____	_____	_____	_____

Peak Order Volumes:

Highest Order Volume Expected in One Day: _____

Highest Order Volume Expected in One Week: _____

What are the peak months? _____

Inquiry and/or customer service correspondence is defined as all calls or mail handled which does not result in an order. (i.e.: checking shipping status, answering product questions, returns directions, etc.)

Number of Inquiry or Customer Service Calls Expected: _____

Average Phone Call Length (Minutes): Order Entry _____ Inquiry _____

Phone Lines: (If you know or have previous experience in inbound telemarketing)

Inbound Order Entry Required _____ # Inbound Customer Service Required _____

Do you want the order entry and customer service numbers to be the same? _____

Number of Discount Promotions: _____

Multiple Ship-To Orders:

% Multiple Ship-To Orders: _____

Average # Addresses Per Multiple Ship-To Order _____

Catalogs:

Anticipated Number of Requests: Mail _____ Phone _____

GRAPHIK DIMENSIONS LTD. should fill the catalog requests: _____

GRAPHIK DIMENSIONS LTD. should forward requests to you: _____

It is necessary for us to understand when your financial/operational month-end cut off dates are so we can be prepared to supply you with necessary reporting materials.

Month-End Accounting Cut Off Dates: _____

Payment Processing:

% Prepaid Orders: _____ % Credit Card Orders: _____ % Invoiced Orders: _____

Acceptable Payment Methods: AX ___ MC___ VI___ CB___ DC___

Cash___ Check___ COD___ Line of Credit _____

Verification Requirements, Limits or Guidelines:

Credit Card _____ Credit Line _____

Invoicing _____

Invoice Follow-Up Procedures _____

Customer List Building Requirements _____

Additional Comments/Requirements/Concerns Not Covered Above: _____

Warehouse Information

Product Information: The difference between line items and SKU s is best described when discussing soft goods. A style of a blouse is the line item, and each size and color combination of that style represents a SKU.

of SKU s _____ # of Line Items _____ # of Sets _____

Average # SKU s per Order _____

Configuration of Catalog Item Number (Give Example) _____

Order Information:

% Drop Ship _____ % Back Orders _____

% of Orders Requiring: Over-Pack (for UPS Standards or Multi Item Orders) _____%

Brownwrap _____ % Gift Box _____ % Gift Wrap _____ % Gift Card _____%

Returns:

Return Percentage: _____ % of Total Returns for Exchange _____
% of Total Returns for Refund _____
Refund Check Requirements _____
Product Assembly Requirements _____
Special Packaging Requirements _____

Receiving Requirements:

Inbound Inspection _____

Estimated Number Domestic Vendors _____ Estimated Number Foreign Vendors _____
Estimated Number of Purchase Orders Annually _____
Anticipated Warehouse Space (if known) _____ square feet
% High Value Items _____ % Hard Goods _____
% Soft Goods (Flat) _____ % Soft Goods (Hanging) _____
Inventory Turns per Year _____ Physical Inventory Frequency _____

Shipping and Handling:

Inbound Mode Usage (to warehouse): UPS _____% LTL _____% TL _____%
Palletized _____% Loose _____% Other _____%

Outbound Mode Usage (to customer): UPS Ground _____% USPS _____%
UPS Blue _____% LTL _____% Overnight _____%

Customer Service:

Normal Hours Required for Customer Service Operation: _____
Off Hours Service requirements (applicable phone message) _____
FTC Notification Required (Yes, No)

GRAPHIK DIMENSIONS LTD. offers a host of customer service letters including:
Welcome New Customers, Thank You, Receipt of Return, Incomplete Order Information,
Credit Declined, Back Order, FTC Notification, Cancellation, etc.

Other Product Specific Customer Correspondence Required _____

