

3PL VENDOR EVALUATION

DELIVERY PERFORMANCE & CARRIER DIVERSIFICATION /25 POINTS

- ☐ Carrier partnerships (4+ carriers)
- ☐ Historical on-time delivery percentages
- ☐ Average delivery times to key markets
- ☐ Exception management capabilities
- ☐ Geographic coverage

Why weighted: 68% cite delivery delays as pain point, 67% prioritize delivery speed in selection

TECHNOLOGY PLATFORM & INTEGRATION /20 POINTS

- ☐ Real-time inventory tracking
- ☐ Native ecommerce integrations
- ☐ Last-mile cost & performance tracking
- ☐ API documentation and availability
- ☐ Centralized merchant dashboard

Why weighted: 56% prioritize technology integration, 68% want carrier diversification tech, 52% want warehouse automation

COST COMPETITIVENESS & TRANSPARENCY /20 POINTS

- ☐ All-in pricing (not just per-pick rates)
- ☐ Storage fee structure
- ☐ Seasonal surcharge transparency
- ☐ Hidden fees identification
- ☐ Sample invoice review

CANADIAN OPERATIONS EXPERTISE /15 POINTS

- ☐ CBSA compliance capabilities
- ☐ In-house customs brokerage
- ☐ Bilingual labeling experience
- ☐ Provincial regulatory knowledge
- ☐ Strategic warehouse locations

FINANCIAL STABILITY & SERVICE QUALITY /10 POINTS

- ☐ Ownership structure
- ☐ Technology investment trajectory
- ☐ Customer retention rates
- ☐ Client references / Google Reviews
- ☐ Years in business

SUSTAINABILITY & VALUE-ADDED SERVICES /10 POINTS

- ☐ EV delivery percentage
- ☐ Returns management capabilities
- ☐ Wholesale fulfillment options
- ☐ Carbon reporting