

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