



Prospective client Questionnaire

Kings Warehousing Pty Ltd
24 Gardiner Road, Notting Hill, Vic 3168
Enquiries: 03 9541 9946 Fax: (03) 9544 1399

SECTION ONE - CLIENT DETAILS

Name: _____

Institute: _____ ABN Number: _____

Department: _____

Telephone: _____ Fax: _____

Email: _____

SECTION TWO - GENERAL BACKGROUND INFORMATION

Do you have any existing business with any Kings Transport divisions? _____ Yes No

How have you heard of Kings Warehousing? _____

Is this an existing business or a new venture? _____ Yes No

Are you currently in house or outsourced? _____ Yes No

If outsourced to whom? _____

Where is your current warehouse operation located? _____

If in house, what is proposed for your current warehouse should you outsource? _____

Are there any equipment/racks/pallets suitable for use? _____ Yes No

How many full time staff members are required to operate the existing warehousing, including office staff? _____

Is this process being treated as confidential within your organisation _____ Yes No

Would you consider transferring some staff members to your new 3PL provider? _____ Yes No

Are you a Manufacturer/Wholesaler/Retail? _____

Is your business seasonal? When are peaks and troughs? _____

Source of product Local% Overseas%? _____

If overseas- what countries with percentages? _____

Who pays freight from supplier to warehouse? _____

If you pay, who is forwarder/carrier? _____

Reason for exploring a change (Service/Cost/Errors/Timing/Accuracy,etc) _____

Current annual sales? _____ \$

Desired date for change? _____

SECTION THREE - PRODUCT PROFILE

How many different products (SKU's) over 12 months? _____

Do any products have special storage requirements (Temperature/Fragile/Hazardous/Size/etc)? _____ Yes No

If Y, please enter details _____

Is there any batch or serial number control required? _____ Yes No

Are all items marked with the following: _____

a. Human readable product code? _____ Yes No

b. Scannable product code? _____ Yes No

Type of goods you distribute? _____
Are any of your products Dangerous Goods? _____ Yes No

SECTION FOUR - RECEIPT OF PRODUCT

4.1 Import Shipments

Please enter the number of shipments per annum for the following:

- a. 20ft Container _____
- b. 40ft Container _____
- c. LCL _____

On average, how many cartons are in a consignment,

- a. 20ft Container _____
- b. 40ft Container _____
- c. LCL _____

Average number of pallets per LCL shipment and whether they are single SKU per pallet or mixed?

If "palletized" on arrival is _____ on skids/ or Australian pallets? _____

Detail any specific process that needs to occur when stock arrives. This may include

-Quality Inspection _____

-Serial number recording and tracking _____

-Recording of batch numbers _____

SKU's per TEU? _____

Do shipping cartons have?

a. Human readable product description & qty? _____ Yes No

b. Scannable product codes? _____ Yes No

Are there inners or packs within shipping cartons? _____ Yes No

If there are inners/packs do they have their own scannable SKU label? _____ Yes No

Does the warehouse reconcile to purchase order or packing list or both? _____ P/O P/L Both

Do you require cartons to be opened and contents reconciled to carton markings? _____ Yes No

If yes what % of cartons? _____ %

4.2 - Local Suppliers of your Products

Number of consignments per annum? _____

On average, in each consignment, _____

a. How many cartons are there? _____

b. How many pallets are there? _____

Are the consignments single SKU per pallet or mixed? _____

Detail any specific process that needs to occur when stock arrives. This may include

-Quality Inspection _____

-Serial number recording and tracking _____

-Recording of batch numbers _____

What percentage are single SKU cartons / multiple SKU cartons? _____

SKU's per consignment? _____

Do shipping cartons have? _____

a. Human readable product description & qty? _____ Yes No

b. Scannable product codes? _____ Yes No

Are there inners or packs within cartons? _____ Yes No

If there are inners/packs do they have their own scannable label? _____ Yes No

Does the warehouse reconcile to purchase order or packing list or both? _____ P/O P/L Both

Do you require cartons to be opened and contents reconciled to carton markings? _____ Yes No

If yes what % of cartons? _____ %

SECTION FIVE - Storage

Average quantity of pallets held in warehouse currently? _____

Average height of pallets? _____

Highest/lowest quantity held? _____

Average value of stock on hand? _____

Total SKU's held at any one time? _____

Any non stock storage required (e.g. POS, Marketing, and Furniture)? _____

Do you require: _____

a. Annual stock takes? _____ Yes No

b. Cycle counts? _____ Yes No

Is the location of the warehouse important and if so why? _____ Yes No

If Y please explain why? _____

Does your financial system hold inventory or do you use spreadsheets? _____ Yes No

Do you store on Chep / Loscam or 'house' pallets? _____ Chep Loscam House

SECTION SIX - ORDER PROCESSING

6.1 - Non EDI Orders (Orders not sent through an electronic mailbox)

Percentage split between Retail / Wholesale? _____ Retail % - Wholesale %

How will you send store orders to the warehouse? (If less than 5 orders/day you can key directly into our system over the web. Over 5 orders, we suggest an interface from your system to ours)

Do you do replenishment as well as indent? _____ Yes No

Do you have off shore picking that requires cross docking? _____ Yes No

What % is indent to total orders? _____ Indent % - Total orders %

Do you send invoice with goods? _____ Yes No

Number of SKU's in an average order? _____

A "Pick" is the item handled (eg. 1 full carton, or 1 inner of 3 bottles or an individual bottle)

- How many picks per order _____

Of the total picks what percentage are,

- units _____ %

- inners(or packs) _____ %

- cartons _____ %

Average number of orders per week? _____

If we are to provide cartons, are recycled cartons acceptable? _____ Yes No

What is your present order processing time in hours, from delivery of order to warehouse to despatch? And what do you expect in the future?

Currently: _____ Future Expectation: _____

Do you have any special requirements such as FIFO, Batch, Version or Serial number, etc Please specify?

On average, how many units in total would be shipped per order? _____

Are there any special handling or packing requirements? _____ Yes No

If Y please expand: _____

Any export from Australia? _____ Yes No

6.2 - EDI ORDERS

Percentage split between Retail / Wholesale? Retail % - Wholesale %

Who do you trade with i.e. Myers, David Jones? _____

How will you send EDI store orders to the warehouse? _____

Do you do replenishment as well as indent? _____ Yes No

Do you have off shore picking so require cross docking? _____ Yes No

What % is indent to total orders? Indent % - Total orders %

Do you send invoice with goods? _____ Yes No

Number of SKU's in an average order? _____

A "Pick" is the item handled (eg. 1 full carton, or 1 inner of 3 bottles or an individual bottle)

- How many picks per order _____

Of the total picks what percentage are,

- units _____ %

- inners(or packs) _____ %

- cartons _____ %

- pallets _____ %

Average number of orders per week? _____

If we are to provide cartons, are recycled cartons acceptable? _____ Yes No

What EDI processing system do you currently use? _____

How/Who hosts mail box? _____

What is your present order processing time in hours, from delivery of order to warehouse to despatch? And what do you expect in the future?

Currently: _____ Future Expectation: _____

6.2 - EDI ORDERS - Continued

Do you have any special requirements such as FIFO, Batch, Version or Serial number, etc Please specify?

On average, how many units in total would be shipped per order? _____

Is there any special handling or packing requirements? _____ Yes No

If Y please expand: _____

Any export from Australia? _____ Yes No

SECTION SEVEN - TRANSPORT

Who does your freight now? _____

Are you looking at alternative freight options? _____ Yes No

Who manages freight, POD's, lost freight etc. _____

Service (speed), required for freight? _____

Average size, weight of orders. _____

Are you looking at alternative freight options? _____ Yes No

Any fragile/dangerous/sensitive requirements. _____ Yes No

Is Chep/Loscam pallet hire to your account? _____ Yes No

SECTION EIGHT - RETURNS MANAGEMENT

Will the 3PL provider be required to manage the receipt and processing of return stock? _____ Yes No

SECTION NINE - ADDITIONAL SERVICES

Are there any other requirements that you would like us to consider? _____ Yes No

If Y please expand: _____

SECTION TEN - SUBMISSION SIGN OFF

Answers completed by: _____

Date: _____

If you have any Questions regarding this questionnaire please contact:

E-mail: warehouse.enquiries@kingstransport.com.au