



# Prospective client Questionnaire

Kings Warehousing Pty Ltd  
24 Gardiner Road, Notting Hill, Vic 3168  
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## 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:

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