

Fulfillment Data Request Form

Please provide the following information. We acknowledge that some answers may be estimates. We will be able to offer a more accurate cost estimate if you are able to provide as much detail as possible. For questions or assistance, contact

Stephen Cook at 863-668-4316 or Stephen.cook@saddlecrk.com. Thank you for your interest in Saddle Creek.

Contact Information	
Company name	
Contact name	
Position/Role	
E-mail	
Phone	
Fax	
Billing address	
Inventory/ Storage	
Average number of SKUs on-hand	
Product lot controlled?	
All products bar-coded & at the correct sales unit of measure?	
Any highly fragile or hazardous products?	
Temp control and/or special storage requirements?	
On average, how many pallets (48"x40"x48") will you maintain in inventory?	
On average, how full will your pallets be?	
Which facilities would you like to utilize at launch?	
Other comments	
Receiving	
Inputs based on actual or estimates?	
Number of vendors	
Number of inbound deliveries per month	
Average # SKUs and pieces per delivery	
Average number of lines per receipt?	
Method of inbound shipping (i.e. small parcel, LTL, container)	
Special inbound inspection requirements (i.e. sampling, testing, QC inspection)?	

Monthly Outbound Orders	
Inputs based on actual or estimates?	
Consumer orders – monthly order volume	
Consumer orders – average order size (# of items)	
Distributors/reseller orders – monthly order volume	
Distributors/reseller orders – average order size (# of items)	
If selling to distributors or resellers, please list your three largest retail customers. Do the retailers have special order processing requirements (i.e. special labeling, packaging, EDI)?	
Number of international orders per month	
Number of COD orders per month	
Number of Less-Than-Truckload (LTL) orders processed per month	
On average, number of pallets per LTL order	
Order processing system utilized	
Serial or lot number capture required?	
Do you require gift wrapping?	
If so, average number of items per month requiring gift wrapping	
Other comments	
Returns	
Inputs based on actual or estimates?	
Average number of Return Orders per month	
Average number of Returned Items per Return	
Other comments	
Customer Service	
Inputs based on actual or estimates?	
Number of inbound customer service calls per month	
Average talk time per inbound call (minutes)	
Number of outbound customer service calls per month	
Average talk time per outbound call (minutes)	
Average number of inbound e-mails per month	
Average time to resolve each e-mail inquiry (minutes)	
Other comments	