

Client Logistics Profile Questionnaire

The following questions will help determine a logistics strategy appropriate for your current circumstances and goals. Some questions will ask you to answer on a scale from 1 to 5, with 1 being the lowest or least important to you, and 5 being the highest or most important.

- What is the number of employees in your business?, Please select from the following:

1-10 11-20 21-50 51-100 100+

Logistics Portfolio Objectives

Q.1 Where do your products mainly originate? (Select all that apply)

- Produced at your warehouse(s) (outbound shipping)
- Imported from suppliers (inbound shipping)
- You arrange the freight on behalf of local manufacturers

Q.2 Which of the following activities do you outsource to third party logistics (3PL) providers? (Select all that apply)

- Over the road transportation
- Air/marine transportation
- Warehousing
- Domestic transportation
- International transportation
- Consultancy services

Q.3 How important are the following criteria when selecting a third-party logistics provider?

- | | | | | | |
|---|----------------------------|----------------------------|----------------------------|----------------------------|----------------------------|
| Price | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| Reliability | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| Flexibility (shipment lanes, equipment types) | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| Trust and fairness | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| Communication and problem-solving ability | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |
| Environmentally friendly operations | <input type="checkbox"/> 1 | <input type="checkbox"/> 2 | <input type="checkbox"/> 3 | <input type="checkbox"/> 4 | <input type="checkbox"/> 5 |

Rate consistency	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Quality of service	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Consultancy services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Experience	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Information technology ability	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Transportation safety (e.g., damage, theft, etc.)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Q.4 How well have current/past 3PL service providers satisfied you in the following fields?

Price	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Reliability	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Flexibility (shipment lanes, equipment types)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Trust and fairness	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Communication and problem-solving ability	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Environmentally friendly operations	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Rate consistency	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Quality of service	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Information technology ability	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Experience	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Transportation safety (e.g., damage, theft, etc.)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Q.5 What is your general level of satisfaction of your current/past 3PL service providers?

1 2 3 4 5

Q.6 How important were the following factors in your decision to outsource your logistics activities?

Reduce transportation costs	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Improve delivery times	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Be more competitive	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Warehousing costs	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Obtain access to other markets/resources	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Improve company focus	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Q.7 How well have current/past 3PL service providers helped your company in the following areas?

Reduce transportation costs	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Improve delivery times	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Allow you to be more competitive	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Warehousing costs	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Obtain access to other markets/resources	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
Improve company focus	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

Q.8 How key of a role does advanced information technology services play for your company's logisticals needs?

- 1 2 3 4 5

Q.9 How important is it for your company to receive customized logistics services that are tailored for your business?

- 1 2 3 4 5

Q.10 How important is it for your company to receive consultancy services, such as analytics and diagnostics?

- 1 2 3 4 5

Q.11 How willing are you to change your third-party logistics provider?

- 1 2 3 4 5

Q.12 How willing are you to explore four-party logistics provider options for the management of your whole logistics portfolio?

- 1 2 3 4 5

Q.13 Which of the following reasons prevent you from outsourcing logistics services to 3PL/4PL? (Select all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Price (cost reductions are not experienced) | <input type="checkbox"/> Rate consistency |
| <input type="checkbox"/> Lack of information technology available | <input type="checkbox"/> Quality of service |
| <input type="checkbox"/> Reliability | <input type="checkbox"/> Trust and fairness |
| <input type="checkbox"/> Communication and problem-solving ability (direct contact to driver preferred) | |

Q.14 Which of the following reasons prevent you from outsourcing transportation services in general? (Select all that apply)

- Logistics is too important to consider outsourcing
- Cost reductions would not be experienced
- Too difficult to integrate IT systems with systems available
- Control over logistics function would be diminished
- Service level commitments would not be realized
- The current logistics system of our company is efficient
- We have more logistics expertise than most providers





Credit Application Form

Please Complete the Entire Form

Complete Business Name: _____

Address: _____

City: _____ Province: _____ Postal Code: _____

Phone: _____ Fax: _____

Years in Business: _____

President: _____

Owner (if different from above): _____

Accounts Payable Email: _____

Type of Business: Individual Corporation Partnership
Are you a: Shipper Carrier Freight Broker

List three references with whom you have an open account with (In the past three months)

1. Company Name: _____

Address: _____ City: _____ Province: _____

Phone: _____ Fax: _____

2. Company Name: _____

Address: _____ City: _____ Province: _____

Phone: _____ Fax: _____

3. Company Name: _____

Address: _____ City: _____ Province: _____

Phone: _____ Fax: _____

GST/ HST#: _____

Building: Owned leased

Briefly describe your type of business: _____

Bank Reference

Name of Bank: _____ Contact Name: _____

Business Account #'s _____

Address: _____ City: _____ Province: _____

Phone: _____ Fax: _____

Open Account - Terms and Conditions

01. Payment terms are net 15 days from date of invoice (providing credit requirements have been met)
02. No monthly statements are issued, please pay by the invoice and by the due date.
03. Service and interest charges of 2% per month will be charged to accounts over 30 days.
04. Any account with NSF, should be cleared promptly with an alternative payment method (cheque,cash,etc.). A charge of \$50 CDN will apply to any NSF transactions.
05. The rates quoted are for standard transport of goods at a value of \$2.00 CDN per pound and never all-inclusive, unless agreed upon by both parties. Accessorial charges will be billed as per terms and conditions of your rate proposal. Monies will also be charged for any other unforeseen costs or expenses associated with completing your shipment incurred by the carrier which are not accounted for or disclosed of in writing when negotiating rate: ie: Lumper (labour) charges, gate access fees, redirection or redelivery costs, etc. No other agreements/contracts will discount any and all terms and conditions agreed to herein.
06. Interlane Logistics Inc. appreciates your business and our objective is to provide you with great service and competitive rates. Prompt payment of your account will allow us to maintain this commitment. Thank you for your support.

I, the undersigned, represent myself as an authorized officer of the company seeking credit facilities and have read and understood the above noted terms and conditions.

I agree to the terms and conditions noted above.

Print Name _____ Title _____

Signature _____ Date _____

