

INTERSEND FULFILMENT OUTSOURCING CHECKLIST

IS IT TIME TO OUTSOURCE
YOUR FULFILMENT?

**WE'RE SHARING EVERYTHING YOU
NEED TO ACCESS YOUR READINESS
& CHOOSE A PARTNER THAT WILL
SUPPORT YOUR LONG TERM GROWTH.**

GROWTH TRIGGERS

- ☐ Anticipating order surges from peak seasons, new product launches, or rapid online growth.
- ☐ Expanding into B2B retail or wholesale, with more complex delivery requirements.
- ☐ Rising overheads and unpredictable operational costs.
- ☐ Current warehouse space at full capacity, or lease expiry on the horizon.
- ☐ Entering new markets that demand flexible fulfilment solutions.
- ☐ Heavy IT investment required to keep systems up to date.
- ☐ Struggling to manage multiple carriers and service providers effectively.

COUNTING COSTS

- ☐ Compare in-house fulfilment costs (staff, energy, logistics) against InterSend's scalable model.
- ☐ Assess savings from shared carrier rates vs. direct contracts.
- ☐ Evaluate the true cost of expansion (staffing, space, systems) vs. outsourcing to a 3PL partner.

STREAMLINING OPERATIONS

- ☐ Move from fixed overheads to a pay-for-what-you-use model.
- ☐ Rising compliance, insurance, and health & safety requirements that are costly to manage in-house.
- ☐ Staffing challenges: turnover, sickness, training, and seasonal cover.
- ☐ Need faster processing speeds and greater order accuracy to meet customer expectations.

STRATEGIC FOCUS

- ☐ Free up your team to focus on growth areas like product, marketing, and customer experience.
- ☐ Tap into data-driven reporting for insights into customer behaviour and performance.
- ☐ Access economies of scale and preferential carrier rates through InterSend.
- ☐ Reduce distractions from day-to-day operational firefighting.

DELIVERING WITHOUT LIMITS

- ☐ Next-day or same-day delivery capabilities to stay competitive.
- ☐ International shipping with customs, duties, and compliance handled.
- ☐ Seasonal flexibility without having to over-invest in warehouse space or staff.
- ☐ Returns management and reverse logistics integrated into the service.

ADDED VALUE THAT SCALES WITH YOU

- ☐ Value-added services such as gift wrapping and personalised packaging.
- ☐ Experience in handling retail, wholesale, and eCommerce fulfilment.
- ☐ Sector expertise across industries like beauty, wellness, food, and lifestyle.
- ☐ Robust global logistics network for international market entry and scaling.



PARTNER FIT & DUE DILIGENCE

- ☐ Confirm partner is a specialist fulfilment provider with proven experience (not just storage).
- ☐ Ensure transparent, activity-based pricing with minimal fixed costs.
- ☐ Test service quality through sample orders (accuracy, packaging, presentation, delivery speed).
- ☐ Look for omnichannel fulfilment capabilities (retail + eCommerce + wholesale).
- ☐ Check cultural alignment and brand understanding.
- ☐ Request case studies, testimonials, and references to validate track record.

WHAT YOU'LL GAIN BY PARTNERING WITH INTERSEND

- ☐ Scalable capacity: pay only for the space and services you use.
- ☐ Regulatory compliance: safety, insurance, and standards fully managed.
- ☐ Operational resilience: peak-ready with staffing and resource buffers.
- ☐ Carrier management: streamlined, with discounted rates from trusted partners.
- ☐ Technology-driven visibility: WMS with real-time tracking, reporting, and control.
- ☐ End-to-end support: pick & pack, returns, gift wrap, custom packaging and more.
- ☐ Global reach: eCommerce and B2B logistics handled worldwide.
- ☐ Dedicated account management: reliable customer service every step of the way.

NEXT STEPS

- ☐ Work through this checklist and note your pain points.
- ☐ Identify your top 3 priority areas.
- ☐ Shortlist 2-3 fulfilment partners who align with your needs.
- ☐ Compare costs, capabilities, and cultural fit.
- ☐ Make an informed decision - and set your business up for scalable success.