

INTEGRATION READINESS CHECKLIST

10 questions to ask before choosing a new shipping partner

YOUR SCORE

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1 CUSTOMIZED INTEGRATION

Can the partner connect with your ecommerce platform, OMS, WMS or shipping system without forcing a rigid process? Can they customize without additional cost?



2 THE RIGHT CONNECTION OPTION

Can the partner work with your existing shipping software, or help you identify the simplest way to connect?



3 SAFE TESTING ENVIRONMENT

Is a sandbox or test environment available from the partner, and does it support the workflows your team needs to validate?



4 DEDICATED IMPLEMENTATION SUPPORT

Will they have named technical and operational contacts with clear ownership throughout onboarding?



5 CLEAR STEPS TO GET STARTED

Will the partner explain what your team needs to provide and guide you through setup, testing and your first shipment?



6 CONNECTED TRACKING EVENTS

Which tracking events are available, how quickly are they shared, and can they feed your customer communications?



7 END-TO-END PACKAGE TRACKING

Can you test the full journey: rating, label, pickup, in-transit, delivery, proof of delivery and reporting?



8 VISIBLE EXCEPTION MANAGEMENT

How are address issues, failed deliveries, shortages and overages and other exceptions surfaced, assigned and resolved?



9 ACTIONABLE PERFORMANCE DATA

Will dashboards, reports or data feeds align with the KPIs used by your operations and customer service teams? Can they be customized to your needs?



10 STRONG POST-LAUNCH SUPPORT

Does the partner have a strong support team after go-live, and how will early performance be reviewed and improved?

EVALUATION TIP Ask each prospective partner to demonstrate these capabilities using your actual shipping workflow. Use the score as a conversation guide, then document gaps, owners and launch dependencies before making a decision.

THE DECIDING QUESTION

How easy will this partner make it to move from integration to successful delivery?

Streamlined technology. High-touch support. Confident launch.