



DELIVERY PARTNER EVALUATION CHECKLIST

Use this checklist to evaluate and compare delivery providers across key operational, technical, and customer experience criteria, so that you can **improve speed, reliability, and cost-effectiveness in your last-mile logistics.**

DELIVERY CAPABILITIES

WHAT TO CONSIDER

Speed is table stakes. Consistency and flexibility are where delivery partners earn their keep. Evaluate beyond what a partner says they can do; how well do they handle edge cases like tight delivery windows, high volume, returns, or location complexity?

EVALUATION CRITERIA	[COMPANY A] (Score 1-5)	[COMPANY B] (Score 1-5)
Supports same-day, large-item delivery		
Scheduled delivery windows (within 2 to 4-hour blocks)		
Market coverage (local, regional, or national)		
Delivery service levels (e.g. threshold, room of choice, white glove, etc.)		
Handles returns and reverse logistics		
Can scale for seasonal or promotional volume		
TOTAL		

NOTES

OPERATIONAL PERFORMANCE

WHAT TO CONSIDER

Your customer doesn't blame the delivery company - they blame **you**. Reliability is the difference between brand trust and churn. Look for partners who can back their claims with real performance metrics, not just promises.

EVALUATION CRITERIA	[COMPANY A] (Score 1-5)	[COMPANY B] (Score 1-5)
Proven on-time delivery rate (≥95%)		
Real-time tracking and notifications with delivery ETAs		
Reliable proof of delivery (photo verification/signature)		
Service-level agreements or performance guarantees		
Responsive customer support		
TOTAL		

NOTES

TECHNOLOGY & INTEGRATION

WHAT TO CONSIDER

Ops teams don't have time to babysit delivery handoffs. Strong tech means fewer manual steps, better visibility, and faster issue resolution. Bonus points if the partner can integrate directly into your existing systems without a six-week IT sprint.

EVALUATION CRITERIA	[COMPANY A] (Score 1-5)	[COMPANY B] (Score 1-5)
Integrates with POS, ERP, or OMS systems		
Multiple integration methods (e.g. API, EDI, portal)		
Offers live dashboard for scheduling/tracking		
Delivers actionable data and delivery reporting		
Mobile experience for store teams		
TOTAL		

NOTES

CUSTOMER EXPERIENCE

WHAT TO CONSIDER

Your delivery experience is your brand experience. From the tone of driver interactions to proactive communication, every touchpoint reflects on you - not the provider. Choose a partner who sees your customers as their own.

EVALUATION CRITERIA	[COMPANY A] (Score 1-5)	[COMPANY B] (Score 1-5)
Certified delivery professionals		
Clear pre- and post-delivery communication		
Customer-selected delivery windows		
Customizable delivery experience		
High customer satisfaction (NPS/CSAT)		
Support availability (email, phone, live chat)		
TOTAL		

NOTES

PRICING & FLEXIBILITY

WHAT TO CONSIDER

Cheapest isn't best. Look for pricing models that scale with your business and don't punish you for growing. And make sure they can flex with your volume spikes, whether that's a holiday, a promotion, or a one-off regional surge.

EVALUATION CRITERIA	[COMPANY A] (Score 1-5)	[COMPANY B] (Score 1-5)
Transparent, scalable pricing model		
No long-term contract lock-in		
Volume pricing or incentives		
Supports pilot programs or trial periods		
Flexibility for peak volume adjustments		
TOTAL		

NOTES

FINAL SUMMARY

WHAT TO CONSIDER

The delivery partner you choose directly impacts your customer experience, operational efficiency, and brand reputation. Focus on who consistently executes, adapts under pressure, and integrates seamlessly with your team.

TOP 3 PRIORITIES FOR OUR BUSINESS	WINNER
Priority 1:	
Priority 2:	
Priority 3:	

NEXT STEPS	NOTES
Finalize internal priorities for delivery partner selection	
Shortlist 2-3 vendors for deeper discovery	
Request documentation (SOPs, SLAs, coverage map, pricing structure)	
Set up discovery calls to evaluate operational fit	
Align with internal stakeholders (ops, IT, store teams) on evaluation criteria	