



Final Mile Home Delivery Executive Guide

The Questions You Need to Ask When Vetting Potential Delivery Partners

Selecting the right final mile home delivery partner is one of the most important decisions a company will make. This provider will serve as the final point of contact in the customer's experience and can be the deciding factor in whether or not they continue to do business with a brand. When vetting a final mile home delivery partner, it is important to ask questions that reveal the company's operational capabilities, technological proficiency, customer experience focus, costs, scalability and level of visibility they are able to provide.

This informative guide is designed to aid in your partner selection process by empowering you with the right questions to ask, highlighting specific skill sets or gaps in capabilities to ensure the partner you choose aligns with your real-world operational needs and strategic goals.



Operational Capabilities

› Experience and Reliability

What is your on-time delivery rate, and can you provide data to back it up, especially during peak season?

Why It Matters: *Impacts customer satisfaction and brand trust*

› Geographic Coverage

Which specific ZIP codes or geographic regions do you serve, and do you handle all deliveries in-house, or will some be outsourced?

Why It Matters: *Determines service reach and scalability*

› Product Handling Expertise

Do you have specialized experience in delivering products like mine (e.g., bulky furniture, fragile goods, installation services)? How do you manage and train staff for white-glove services like in-home setup?

Why It Matters: *Ensures safe delivery of specialized items*

› Service Capabilities

Can you provide a variety of home delivery services based on the needs of the customer? For example, can you provide simple, to-the-door/curbside delivery in addition to room-of-choice delivery?

Why It Matters: *Customers' needs change, and the level of service selected can range from basic delivery to white-glove delivery that requires skilled labor for assembly, installation and setup*

› Fulfillment and Delivery Models

Do you have your own warehouses where you can manage the entire final mile process from your dock to the consumer's door? Or can you embed in our warehouse operations and only provide transportation and delivery services?

Why It Matters: *Depending on the client, commodity and geographic coverage, one fulfillment model may make more sense than the other (or it could be a mix of both)*

› Exception Management

What is your procedure for failed delivery attempts, including how you communicate with the customer and when you re-attempt delivery?

Why It Matters: *Reduces friction when deliveries fail*

› Returns and Reverse Logistics

What is your process for managing customer returns, and can you integrate with our existing returns system?

Why It Matters: *Supports seamless customer returns, which have a direct correlation to brand reputation, customer loyalty and repeat purchases*

Technology and Communication

› Visibility and Tracking

What level of real-time tracking do you provide? Can we (and our customers) track orders from dispatch to delivery?

Why It Matters: *Enhances customer experience and reduces support inquiries*

› System Integration (API)

Can your system integrate with our existing order management (OMS), ERP or e-commerce platforms via API?

Why It Matters: *Enables seamless data flow between platforms*

› Customer Notifications

What automated and proactive communications do you send to customers, and can we control the branding and messaging of these updates?

Why It Matters: *Keeps customers informed, reduces missed deliveries and ensures a consistent brand experience*

› Proof of Delivery (POD)

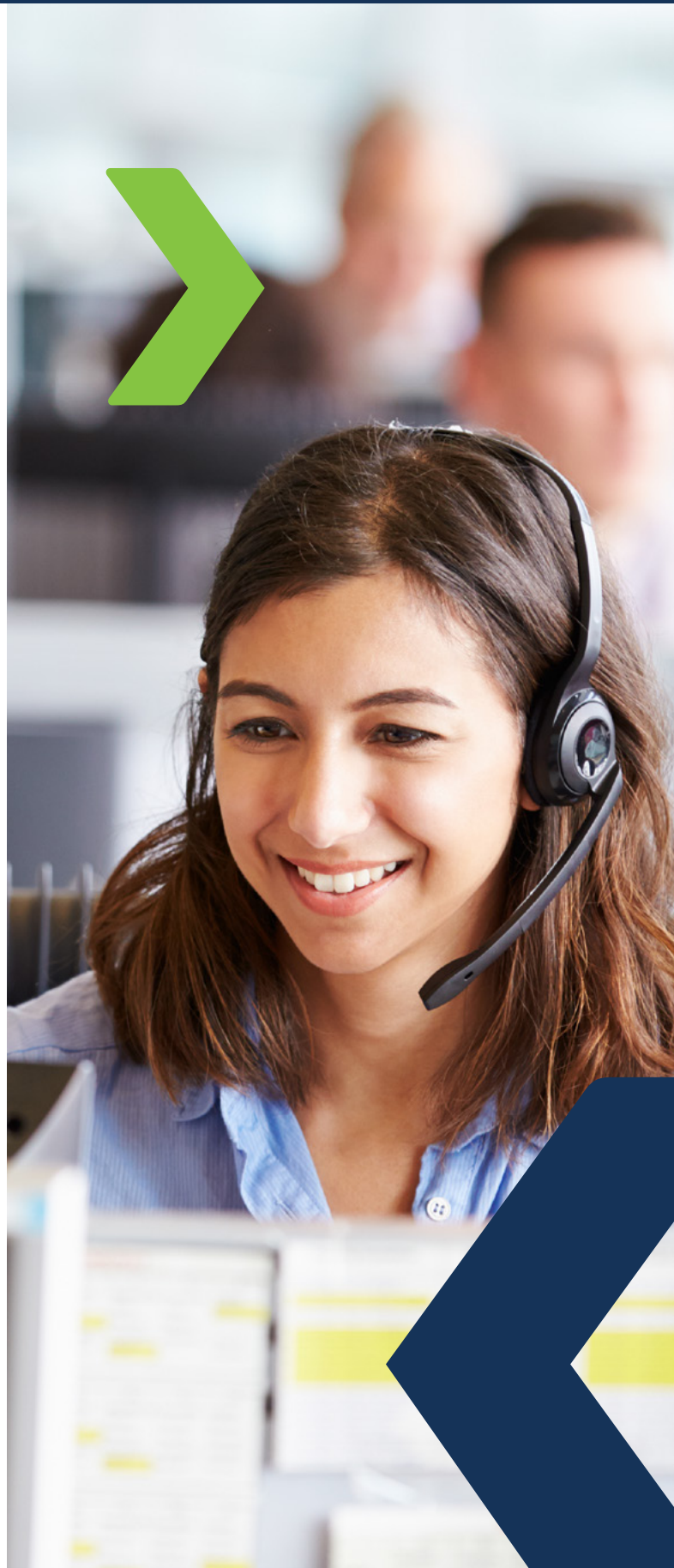
Do you provide electronic proof of delivery, such as a photo or signature capture?

Why It Matters: *Protects against disputes and supports accountability*

› Route Optimization Tech

How do you use technology for route optimization, and how do you handle dynamic adjustments for traffic or weather?

Why It Matters: *Improves delivery speed and reduces costs*





Cost and Billing

› Pricing Structure

Can you provide a detailed breakdown of your pricing, including any potential surcharges for fuel, special handling or residential deliveries?

Why It Matters: Helps forecast costs accurately; unclear billing can erode margins and trust

› Surcharge Policies

What are the common hidden fees or surcharges that other clients have encountered, and under what circumstances do they apply?

Why It Matters: Avoids surprises during high-demand periods

› Payment Terms

What are your standard payment and invoicing terms?

Why It Matters: Affects cash flow and vendor relationship management

Scalability and Flexibility

› Peak Season Readiness

How do you handle volume surges during peak season or times of unexpected demand?

Why It Matters: Ensures service continuity during demand spikes

› Growth and Expansion

Can your service scale with our business as we grow or expand into new geographic areas?

Why It Matters: Supports business growth in new markets

› Flexible Delivery Options

How flexible and adaptable are your services? For example, can you accommodate same-day delivery requests? Can you manage complex installations?

Why It Matters: Meets evolving customer expectations

Safety and Compliance

› Insurance Coverage

What insurance coverage do you carry for lost or damaged shipments, and what is your process for managing and paying out claims?

Why It Matters: Provides clarity and accountability

› Driver Safety Protocols

What are your safety protocols for drivers and for handling products?

Why It Matters: Increases compliance, safety and quality while reducing liability and risk

› Financial Stability

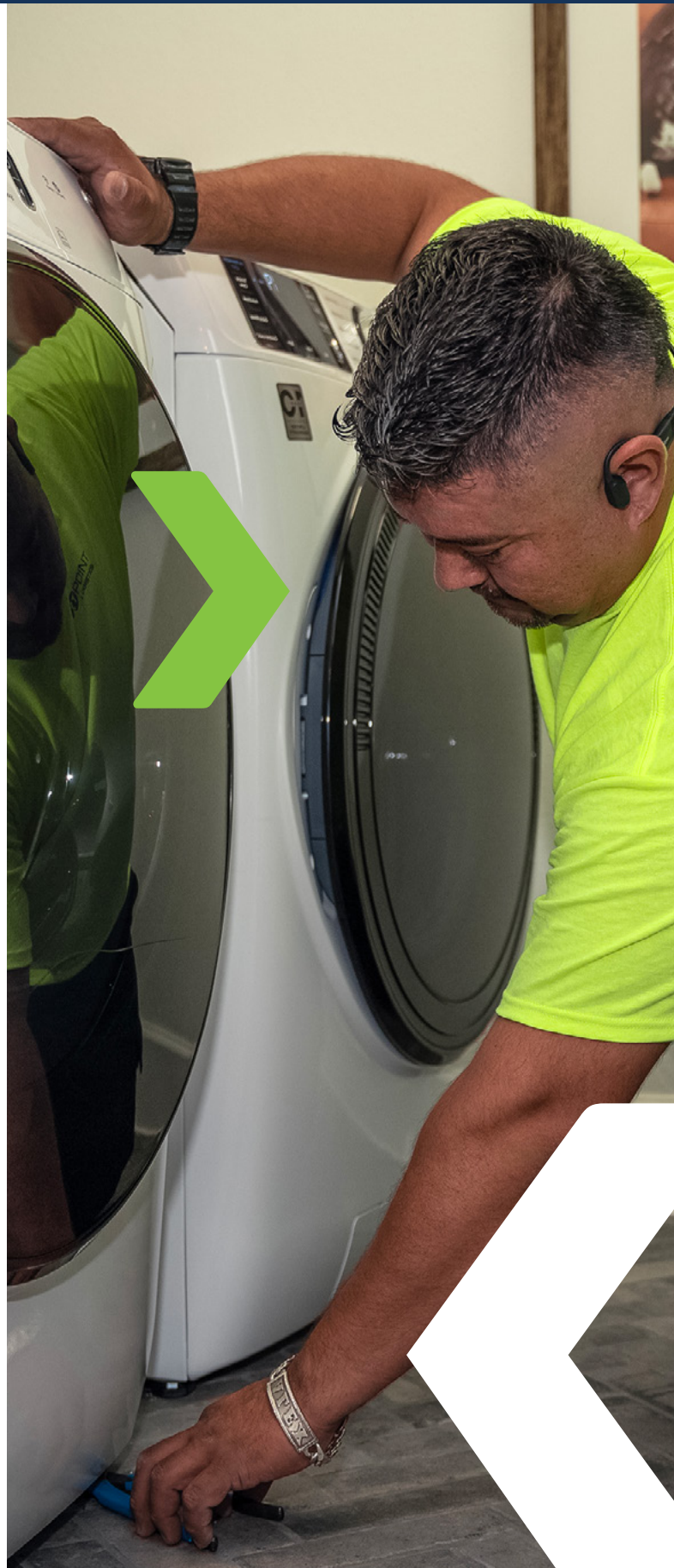
How long have you been in business, and can you provide information on your financial stability?

Why It Matters: Indicates the overall health and long-term viability of the business

› Client References

Can you provide testimonials and references from other clients in a similar industry?

Why It Matters: Validates performance and industry/commodity experience — capability is not the same as competency



Conclusion

Final Mile Delivery is More Than Logistics

Final mile delivery is a strategic extension of your brand. Investing time in this vetting process will help ensure that the final mile home delivery provider you select aligns with your company's brand, values and customer expectations.

A well-vetted partner can:

- Enhance customer satisfaction and drive repeat business
- Reduce operational headaches and friction points
- Protect and enhance your brand's reputation
- Scale and flex to support business growth

As a final mile home delivery partner with more than a century of experience, NXTPoint Logistics listens to your goals, challenges and customer expectations, creating tailored solutions to accommodate your unique requirements and deliver exceptional experiences every time. Learn more at NXTPointLogistics.com.



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