

How to use: go through each section and check every box that applies. Tally your score at the end. Any unchecked box is a documented operational gap.

Tracking Visibility

- 1 ☐ Does your tracking system alert you before a customer notices a stalled scan?
- 2 ☐ Can you explain any delivery date change without contacting the carrier first?
- 3 ☐ Is a removed delivery estimate ever shown to a customer without an explanation?
- 4 ☐ Do you know how long an order can go unresolved before support escalates it?
- 5 ☐ Can you produce a shipment's full status history without calling the carrier?

Supplier Reliability

- 6 ☐ Does any single server outage stop your fulfillment without a manual fallback?
- 7 ☐ Do you know how often your key systems reboot or fail during business hours?
- 8 ☐ Have you priced the cost of hand-expediting a shipment to protect a deadline?
- 9 ☐ Do you audit carrier rates for signs of underpaid, high-turnover driver pools?
- 10 ☐ Can a 5% demand increase trigger a production order far larger than 5%?

Inventory Economics

- 11 ☐ Do you know your actual annual inventory turn rate right now?
- 12 ☐ Is your turn rate above the threshold your cash position requires to survive?
- 13 ☐ Do warehouse, website, and store inventory counts sync in real time?
- 14 ☐ Have you calculated rush-shipping costs caused by inventory sync errors?
- 15 ☐ Do you track cancelled orders caused by inventory discrepancies monthly?

Freight Cost Transparency

- 16 ☐ Can you list every line-item fee in your last international freight quote?
- 17 ☐ Have you confirmed landed cost before committing to a freight quote?
- 18 ☐ Do you expect and budget for shipping quote increases after payment?
- 19 ☐ Is any overseas quote locked by contract rather than a B2B platform message?
- 20 ☐ Have you audited a freight invoice for surcharges you weren't told about?

Last-Mile Risk

- 21 ☐ Do you verify delivery attempt failures before releasing additional payment?
- 22 ☐ Have you set a payment cap before a last-mile driver completes delivery?
- 23 ☐ Do you know your average refund or credit cost per delayed supplier shipment?
- 24 ☐ Is your credit-to-refund policy costing more than preventing the delay would?
- 25 ☐ Do you have a fallback carrier when your primary last-mile partner fails?

SCORING GUIDE

Score	Level	What it means
0 to 11	CRITICAL	Structural failures are actively destroying margin
12 to 19	MODERATE	Gaps in two or three areas that need immediate attention
20 to 25	STRONG	Systems are solid, focus on optimization

Book a free data audit at modonix.com/service. We identify your top 3 margin leaks in one session. Written by Ahmed Abuswa, Modonix.com