

# **INTERVIEW QUESTIONS TO ASK**

## **1. Integration Requirements**

What information do you require from our system to schedule and fulfill a delivery (e.g., package details, pickup address, customer address, weight, dimensions)?

## **2. Delivery Updates**

How do you provide tracking updates back to us? (API, webhooks, dashboards, etc.)

## **3. Communication Flow**

How is communication with customers handled (notifications, tracking links, calls)? Should our system integrate or will you manage that?

## **4. Service Coverage**

What locations do you cover, and do you have restrictions on delivery types (fragile items, COD, perishable goods)?

## **5. Payment & Billing**

How do you handle billing and payment reconciliation with marketplace partners?

## **6. Issue Handling**

In case of failed or delayed deliveries, what information do you share with us, and how should we resend orders?

