



# WM Logistics (Worldwide) Limited

Unit G, 1/F Kwai Shun Industrial Centre, 51-63 Container Port Road, Kwai Chung New Territories

香港新界葵涌貨櫃碼頭路 51-63 號葵順工業中心 1 樓 G 室

Tel : ( 852 ) 2542 2311 Fax : ( 852 ) 2416 3782

Website: www.wmgroup.hk

## Questionnaire

### Part 1: Necessary

### Part 2: Optional

## Part 1:

### A. Basic Information

#### I. Company Information

Basic Information	
Company Name	
Address	
Tel.	
Fax.	

Contact Person	
Mr./Mrs./Ms.	
Job Title	
E-mail	
Direct Tel. No	

#### II. Project Information

Where is your shipment to below trade? (Accept more than one)

☐ USA

☐ EUROPE

☐ ASIA

☐ MIDDLE-EAST

OTHERS: \_\_\_\_\_

#### III. Your current business set-up

1. What are the characteristics of your main clients?

\_\_\_\_\_



# WM Logistics (Worldwide) Limited

21/F., East Exchange Tower, 38 Leighton Road, Causeway Bay, Hong Kong

香港銅鑼灣禮頓道38號東區電訊大廈21樓

Tel : ( 852 ) 2542 2311 Fax : ( 852 ) 2416 3782

Website: [www.wmgroup.hk](http://www.wmgroup.hk)

2. Under what conditions do you presently ship to your customers?  
(e.g. FOB, Ex-work, CIF, DDP, DDU, etc.)  
\_\_\_\_\_
3. What are the production locations of your company?  
\_\_\_\_\_
4. What are the current stocking locations of your company?  
\_\_\_\_\_
5. Which other relevant developments do you foresee in the near future that might impact your supply chain? (e.g. new product launches, new markets, new production or sourcing locations, etc.)  
\_\_\_\_\_

## IV. Logistics Partners (OPTIONAL)

1. Do you currently work with logistics service providers whose services you would like to use in Hong Kong as well?  
If so, please state their names: \_\_\_\_\_
2. Which of the following logistics services do you want to outsource to a logistics service provider?

Consolidation services(LCL)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Full container loads(FCL)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Air freight forwarding	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Warehousing	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Cross docking	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Value adding logistics (e.g. labeling, packaging, etc.)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Value adding services (e.g. order management, customer/financial services)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Transportation of full loads	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Transportation of part loads	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Parcel distribution	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Other (Please describe): _____		

## V. Product Information



# WM Logistics (Worldwide) Limited

21/F., East Exchange Tower, 38 Leighton Road, Causeway Bay, Hong Kong

香港銅鑼灣禮頓道38號東區電訊大廈21樓

Tel : ( 852 ) 2542 2311 Fax : ( 852 ) 2416 3782

Website: [www.wmgroup.hk](http://www.wmgroup.hk)

1. Brief description of your products (Please attach product list or pictures if possible)  
\_\_\_\_\_
2. Is it dangerous goods of your products?  
☐ Yes ☐ No
3. Can any goods be classified as perishable?  
☐ Yes ☐ No
4. Please describe how your products are packed. (e.g. in carton boxes, in big bags, in drums, etc.)  
\_\_\_\_\_

## **B. Inbound Shipment**

1. Inbound transportation and receiving (From production to warehouse)

Number of inbound shipment per year					
Country and city of origin	20' Container	40' Container	LCL shipment	Air Shipment	Other
1.					
2.					
3.					
4.					
5.					

2. Is special handling equipment required?

☐ Yes ☐ No

If so, please specify:

\_\_\_\_\_

## **Optional**

1. Warehousing – Logistics  
☐ Yes(Please answer below questions) ☐ No (Please move to next parts)
2. How many % of the total annual volume is passing through warehouse at Hong Kong?  
(Versus going directly from factory to client)  
\_\_\_\_\_
3. How much warehousing space do you need?



# WM Logistics (Worldwide) Limited

21/F., East Exchange Tower, 38 Leighton Road, Causeway Bay, Hong Kong

香港銅鑼灣禮頓道38號東區電訊大廈21樓

Tel : ( 852 ) 2542 2311 Fax : ( 852 ) 2416 3782

Website: [www.wmgroup.hk](http://www.wmgroup.hk)

Total warehousing space required	m <sup>2</sup>
Floor storage	m <sup>2</sup>
Pallet racking	Pallet locations
Shelf storage	m <sup>2</sup>
Bin storage	m <sup>2</sup>
Others	

4. Are there any special storage requirements (e.g. temperature control, high security, etc.)

☐ Yes ☐ No

If so, please specify: \_\_\_\_\_

5. Are value adding activities required (e.g. assemble, packing, labeling, customization)

☐ Yes ☐ No

If so, please specify: \_\_\_\_\_

## C. Outbound Shipment

### Outbound transportation

1. Number of outbound shipments per month (from warehouse to customers)

Country and city of destination	Percentage of total outbound	Number of shipments per month	Average size per shipment(in allets, cartons or kgs)
A.	%		
B.	%		
C.	%		
D.	%		
E.	%		

2. Do you expect express shipment?

☐ Yes ☐ No

If so, please specify as percentage of total outbound volume: \_\_\_\_\_ %

3. Do you have preference for a mode of transport?

☐ Yes ☐ No

If so, please specify: \_\_\_\_\_



# WM Logistics (Worldwide) Limited

21/F., East Exchange Tower, 38 Leighton Road, Causeway Bay, Hong Kong

香港銅鑼灣禮頓道38號東區電訊大廈21樓

Tel : ( 852 ) 2542 2311 Fax : ( 852 ) 2416 3782

Website: [www.wmgroup.hk](http://www.wmgroup.hk)

4. Are transport related value adding activities required?

☐ Yes ☐ No

If so, please specify: \_\_\_\_\_

## D. Additional Information

1. Are special administrations/ finance related value adding services required?

☐ Yes ☐ No

If yes, please specify the activities (e.g. fiscal representation, customer invoicing, inventory management, customer services, etc.)

\_\_\_\_\_

2. Are special IT-related services required?

☐ Yes ☐ No

If yes, please specify (e.g. bar-code driven operation, tracking and tracing, real-time access to warehouse management system, etc.)

\_\_\_\_\_

3. Is certification required?

☐ Yes ☐ No

If yes, could you specify the processed which need to be certified and which certification is required (e.g. ISO 9000, GMP, TAPA, dangerous goods)?

4. Is office space required?

☐ Yes ☐ No

If so, please specify the required number of m<sup>2</sup>: \_\_\_\_\_

5. Is there any additional remark that might be help to understand your specific logistics requirements?

\_\_\_\_\_

## Part 2:

### A. Satisfaction

1. What is your overall satisfaction rating with our company?

☐ Very Satisfied ☐ Satisfied ☐ Neutral ☐ Unsatisfied ☐ Very Unsatisfied



# WM Logistics (Worldwide) Limited

21/F., East Exchange Tower, 38 Leighton Road, Causeway Bay, Hong Kong

香港銅鑼灣禮頓道38號東區電訊大廈21樓

Tel : ( 852 ) 2542 2311 Fax : ( 852 ) 2416 3782

Website: [www.wmgroup.hk](http://www.wmgroup.hk)

2. Please rate your level of satisfaction with our sales representative in the following areas.

	Very Satisfied	Somewhat Satisfied	Neither Satisfied Nor Dissatisfied	Somewhat Dissatisfied	Very Dissatisfied
Responsiveness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Understanding of your needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3. For how long have you been using our service?

☐ Less than a month ☐ 1-12 months ☐ 1-3 years ☐ Over 3 years ☐ Never used

4. How often do you use our service?

☐ Once a week ☐ 2 or 3 times a month ☐ Once a month ☐ Less than once a month

5. How satisfied are you with our service?

☐ Very Satisfied ☐ Satisfied ☐ Neutral ☐ Unsatisfied ☐ Very Unsatisfied

6. What impressed you most about our service?

☐ Quality ☐ Price ☐ Shopping Experience ☐ Usability ☐ Customer Service

7. How effectively do our services solve your problems?

☐ Very Satisfied ☐ Satisfied ☐ Neutral ☐ Unsatisfied ☐ Very Unsatisfied

8. What disappointed you most about our service?

☐ Quality ☐ Price ☐ Shopping Experience ☐ Usability ☐ Customer Service



# WM Logistics (Worldwide) Limited

21/F., East Exchange Tower, 38 Leighton Road, Causeway Bay, Hong Kong  
香港銅鑼灣禮頓道38號東區電訊大廈21樓  
Tel : ( 852 ) 2542 2311 Fax : ( 852 ) 2416 3782  
Website: [www.wmgroup.hk](http://www.wmgroup.hk)

9. What do you like about the service?

---

10. What do you dislike about the service?

---

11. Would you use our service in the future?

☐ Definitely ☐ Probably ☐ Not Sure ☐ Probably Not ☐ Definitely Not

12. Would you recommend our service to other people?

☐ Definitely ☐ Probably ☐ Not Sure ☐ Probably Not ☐ Definitely Not

13. Please honestly discuss why you advocate or dissuade others from working with us:

---

## **B. Website/ Facebook**

1. Does our website/Facebook's fans page provide a pleasant experience for you?

☐ Definitely ☐ Probably ☐ Not Sure ☐ Probably Not ☐ Definitely Not

2. What resources could we add to our website/ Facebook to help you?

---



# WM Logistics (Worldwide) Limited

21/F., East Exchange Tower, 38 Leighton Road, Causeway Bay, Hong Kong  
香港銅鑼灣禮頓道38號東區電訊大廈21樓

Tel : ( 852 ) 2542 2311 Fax : ( 852 ) 2416 3782

Website: [www.wmgroup.hk](http://www.wmgroup.hk)

PLEASE LIKE OUR FACEBOOK FACE PAGE TO JOIN LUCKY DREW !



-THE END-

\*All transaction are to the Company Standard Trading Conditions ( copies available on request from the Company ) and which, in certain cases, exclude or limit the Company's liability, and include certain indemnities benefiting the Company.

\*The data and information collected are abided by our private policy (<http://www.wmgroup.hk/WMGroup/privacypolicy.php>).

\*The data and information will be kept for 3 years and will destroy afterward.