



General

Magazine Title(s): _____

Frequency: _____

Circulation: _____

Do you accept agency orders? _____

Is this magazine title audited? _____

if so, who are you audited by? _____

Do you offer digital? _____

if so, who produces your digital replica? _____

Would we handle billing services? _____

How many per month? _____

Order Production

Average New orders per month? (DTP) _____ (Agency) _____

Average Renewals per month? (DTP) _____ (Agency) _____

Average Gift orders per month? (DTP) _____ (Agency) _____

Average Web orders per month? _____

Average Web renewals per month? _____

Customer Service

Average inbound/outbound customer service calls? _____

Average monthly customer service emails? _____

Payment Processing

Average monthly credit card transactions? _____

Average number of checks processed per month? _____

Average number of refunds processed per month? _____

Web Management & Integration

Are you looking for web management and integration?

Reporting

Is the reporting available with your current fulfillment house meeting your needs, if not please explain?

What are some of the current reports available to you that you would like to continue to receive?

Special Services

Special services required

Storage

Will skid storage be needed for issue stock?
