



Third-Party Logistics (3PL) Service Level Audit 2026 Checklist

Contractual Compliance & SLA Overview

Verification of core Service Level Agreement (SLA) parameters, including response times, uptime requirements, and contractual obligation adherence.

Audit Date

3PL Provider Name

- ☐ Provider A
- ☐ Provider B
- ☐ Provider C

SLA Compliance Percentage

SLA Metrics Evaluated

- ☐ Order Accuracy
- ☐ On-Time Delivery
- ☐ Inventory Accuracy
- ☐ Response Time

Contractual Deviation Notes

Write something...

Supporting SLA Documentation

 Upload File

Auditor Signature

Inventory Accuracy & Stock Integrity

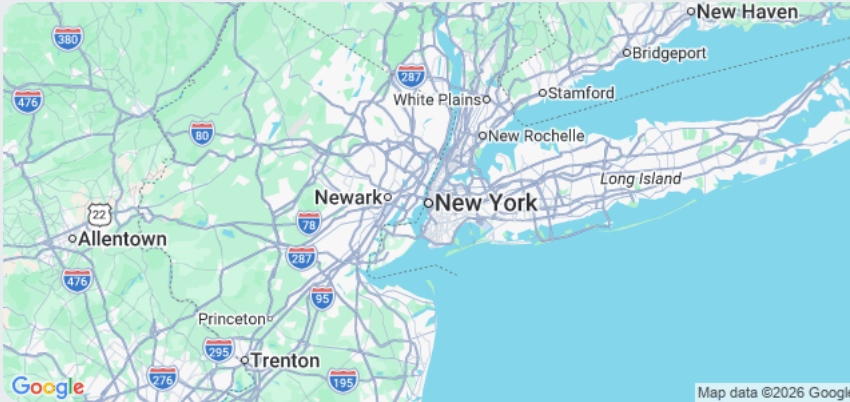
Audit of stock reconciliation processes, cycle counting accuracy, discrepancy reporting, and shrinkage management protocols.

Audit Date

Enter date...

Warehouse/Site Location

 **Set My Current Location**



Total SKUs Audited

Enter a number...

Number of Discrepancies Found

Enter a number...

Inventory Accuracy Rate (%)

- ☐ 99% - 100%
- ☐ 95% - 98.9%
- ☐ 90% - 94.9%
- ☐ Below 90%

Discrepancy Root Cause Analysis

Write something...

Upload Cycle Count Report

 Upload File

Auditor Signature

Order Fulfillment & Processing Efficiency

Evaluation of order picking accuracy, packing standards, processing lead times, and outbound shipping timeliness.

Audit Date

Order Picking Accuracy Rate

- ☐ 99% or Higher
- ☐ 95% - 98.9%
- ☐ Below 95%

Average Order Processing Time (Minutes)

Observed Fulfillment Bottlenecks

- ☐ Inaccurate Picking
- ☐ Insufficient Packing Material
- ☐ Labeling Errors
- ☐ Delayed Sorting
- ☐ Equipment Downtime

Fulfillment Discrepancy Details

Write something...

Supporting Evidence (Photos/Reports)

 Upload File

Auditor Signature

Warehouse Management & Facility Standards

Assessment of warehouse cleanliness, storage organization, space utilization, and adherence to 5S or safety standards.

Warehouse Cleanliness Rating

- ☐ Excellent
- ☐ Satisfactory
- ☐ Needs Improvement
- ☐ Unacceptable

Storage Area Inspection Points

- ☐ Racking Integrity Check
- ☐ Aisle Clearance Verification
- ☐ Pallet Stacking Stability
- ☐ Labeling & Signage Visibility

Observed Facility Discrepancies

Write something...

Warehouse Floor Photos

 Upload File

Auditor Verification

Inbound Receiving & Dock Operations

Review of unloading procedures, inbound inspection quality, documentation accuracy, and dock door management.

Date of Shipment Arrival

Enter date...

Purchase Order (PO) Number

Write something...

Carrier Name

- ☐ Carrier A
- ☐ Carrier B
- ☐ Carrier C
- ☐ Other

Total Number of Pallets Received

Enter a number...

Inbound Inspection Findings

- ☐ Package Intact
- ☐ Damaged Packaging
- ☐ Shortage Detected
- ☐ Incorrect Item Received
- ☐ Temperature Deviation (if applicable)

Discrepancy Details & Notes

Write something...

Upload Bill of Lading (BOL) or Delivery Receipt

 Upload File

Receiving Clerk Signature

Transportation & Carrier Performance

Assessment of outbound carrier performance, on-time delivery rates, transit time consistency, and freight documentation precision.

Audit Execution Date

Enter date...

Carrier Name

- ☐ Primary Carrier
- ☐ Secondary Carrier
- ☐ Regional Partner
- ☐ Third-Party Vendor

On-Time Delivery Rate (%)

Enter a number...

Percentage of Damaged Shipments

Enter a number...

Observed Performance Issues

- ☐ Late Deliveries
- ☐ Inaccurate Documentation
- ☐ Unprofessional Driver Behavior
- ☐ Incorrect Cargo Weight/Volume
- ☐ Equipment/Vehicle Condition

Detailed Performance Observations

Write something...

Supporting Evidence (Photos/Manifests)

 Upload File

Auditor Signature

Information Technology & Data Integration

Verification of EDI/API connectivity, WMS/TMS data accuracy, real-time tracking capabilities, and cybersecurity compliance.

WMS/TMS Integration Status

- ☐ Fully Integrated
- ☐ Partial Integration
- ☐ Manual Entry Only
- ☐ Integration Failure/Broken

EDI Data Error Rate (%)

Last System Sync Date

Verified Data Streams

- ☐ Inventory Levels
- ☐ Order Status
- ☐ Shipping Labels
- ☐ Carrier Tracking
- ☐ Billing/Invoicing

System Audit Log Report

 Upload File

Discrepancy Notes & Mitigation Plan

Write something...

IT Auditor Verification

Returns & Reverse Logistics Management

Evaluation of RMA processing speed, return inspection accuracy, and restocking efficiency for returned goods.

Return Received Date

Enter date...

Return Reason Category

- ☐ Damaged in Transit
- ☐ Defective Product
- ☐ Incorrect Item Shipped
- ☐ Customer Error
- ☐ Expired/Out of Date

Quantity Returned

Enter a number...

Detailed Condition Assessment

Write something...

Photos of Damaged Goods

 Upload File

Warehouse Supervisor Verification

Safety, Security & Risk Management

Audit of facility security protocols, worker safety compliance, incident reporting procedures, and emergency preparedness.

Safety Inspection Areas Completed

- ☐ Loading Docks
- ☐ Racking & Shelving
- ☐ Battery Charging Stations
- ☐ Emergency Exits
- ☐ Fire Suppression Systems

Security Perimeter Integrity Status

- ☐ Secure
- ☐ Breach Detected
- ☐ Requires Immediate Maintenance

Number of Safety Incidents Reported in Period

Enter a number...

Incident Description & Root Cause Analysis

Write something...

Last Safety Drill Date

Enter date...

Evidence of Safety Certification/Permits

 Upload File

Safety Officer Verification

Communication & Reporting Excellence

Review of periodic reporting accuracy, incident notification speed, and the quality of regular business reviews (QBRs).

Reporting Frequency Compliance

- ☐ Daily
- ☐ Weekly
- ☐ Monthly
- ☐ Quarterly

KPIs Monitored in Monthly Reports

- ☐ On-Time Delivery Rate
- ☐ Inventory Accuracy
- ☐ Order Cycle Time
- ☐ Order Accuracy
- ☐ Damage/Discrepancy Rate

Report Accuracy Score (%)

Enter a number...

Communication Gap Observations

Write something...

Upload Latest Monthly Performance Report

 Upload File

Auditor Verification Signature

< Previous

> Next

✔ Finish

✎ Generate Sample Report