

Demo-room scorecard for enterprise buyers





















Use this scorecard in vendor conversations. The aim is to make the platform prove how it works under real operating conditions.



Strong answer
Shows control
and capability



Weak answer
Signals friction
and risk

 Test	 Ask the vendor to show	 What a weak answer sounds like
 Carrier change	Add or update a carrier service, label rule or shipping method in a live environment.	 "Our team would configure that after implementation."
 Carrier resilience	Shift volume from one carrier or service to another based on a practical rule.	 "That would need a workaround."
 ERP/WMS fit	Map order, shipment and tracking data from your real system flow.	 "We usually solve this through custom work."
 Shipment visibility	Show the same parcel from the shopper, service and operations view.	 "The carrier portal has that information."
 Business configuration	Create a new shipping rule without developer support.	 "You would raise a request with support."
 Reporting	Pull cost, service and exception data by lane, carrier and period.	 "That would need a custom report."
 Governance	Show user roles, auditability, SSO and data access controls.	 "Security can review this later."
 Post-purchase control	Show tracking notifications, branded tracking and exception handling from the same event data.	 "Tracking is handled separately."
 Proof at scale	Share customer examples with similar volume, geography and carrier complexity.	 "We have customers in that sector, but no comparable reference."