

## SURVEY FORM

### Logistics and Transport Support Services

(This survey is aimed at collecting data and information from a cross section of logistics and logistics companies in Sri Lanka related to E-Commerce readiness in the country. The aim is to assess the readiness of the logistics and transportation sector in the country to support e-commerce and to evaluate gaps that may be currently existing. The data collected from individual respondents would be kept confidential and would be aggregated to draw important inferences and conclusions)

1. Name of the Institution.....
2. Business Address.....
3. Name of the Officer filling the form .....
4. Designation of the Officer .....
5. Email ..... Telephone .....
6. Yours last years Revenue ( Tick Mark that applies)
  - a. Less than 100000 USD
  - b. 10000 USD to 200000 USD
  - c. More than 200000 to 500000 USD
  - d. More than 50000 to 1 million USD
  - e. More than 1 million USD
7. How many full time employees for you have ( Tick mark what applies)
  - a. Less than 50
  - b. 50-100
  - c. 100-500
  - d. More than 500
8. What is the nature of your business ( Tick Mark what applies)
  - a. National Transporter / Trucker for movement of goods
  - b. Regional Transporter of goods
  - c. Parcel Services for businesses / individuals
  - d. Domestic Courier service
  - e. International Courier services
  - f. National Warehouse Operator
  - g. Others .....

9. What is the geographical coverage of your operations

- a. Local ( within the city ) Specify the names.....
- b. Regional ( Specify the Provinces within Sri Lanka .....  
.....
- c. National
- d. Regional within Asia ( Specify countries .....)
- e. International

10. What is your product coverage? Tick Mark what applies

- 1. Industrial and Engineering Products
- 2. Raw materials for construction industry
- 3. Raw Agriculture Produce in bulk
- 4. Raw Agriculture Products in packages
- 5. Processes Agro Products
- 6. Coffee
- 7. Tea
- 8. Raw Leather
- 9. Leather Products
- 10. Textile and Clothing
- 11. Food Products
- 12. Other consumer products

11. Your physical Infrastructure?

How many offices you have and where ? (provide names).....  
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How many warehouses you have and where (provide names).....  
.....

12. Transport and material handling equipment including trucks, vans and others that you have:

S. No	Name of Equipment	Numbers	Specifications

13. If you handle perishable products like food, fruits and vegetables do you have specialised resources for transporting and storing such products like air conditioned vans and warehouses. ( Tick mark what applies)

- No, we don't have  Yes, we have  No, we don't but will have soon   
None, does not apply

14. Do you employ information technology and computer systems for managing your logistics business? Tick Mark what applies.

1. Yes some computers for routine office work
2. Yes we have highly developed ICT system installed
3. Yes, we are subcontracting ICT work to outside companies
4. No, we don't use IT

14 If you employ information technology and computer systems for managing your logistics business is your systems integrated with the systems of your business partners?

1. No our ICT system is standalone
2. Yes our system is web based integrated system
3. Other .....

15 What technologies and IT standards are you employing for your ICT systems

- Window  Open source  Others  .....

16 What business policies if any do you follow on such matters like customer service, refund and insurance claims and others?

1. Don't have any policies
2. Yes, insurance is mandatory
3. Yes, we have agreed service levels
4. Yes, reverse logistics is mandatory
5. Others ( specify ).....

17. Are there any government or legal requirements that apply to your industry with regard to conduct of your business or any mandatory regulations

- No. There are no requirements or regulations
  - Yes. There are (specify) .....
- .....



18. Are you providing logistics and transportation services to any e-commerce company. If so please specify.

- a. No, we don't serve any e-commerce company
- b. Yes we do serve. (Specify Name and business of your partner that you serve at present)

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19. Do you think your company is ready for supporting e-commerce in the country? If not can you tell what should be done to make logistics companies in Sri Lanka ready to support e-commerce development in Sri Lanka

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Please be good enough to send the completed questionnaire to Information Technology Division, 7th floor, Sri Lanka Export Development Board, No.42, Nawam Mawatha, Colombo 02 or e-mail to dilsha@edb.gov.lk before 31st January 2019.