Supplier questions & terms worksheet

Get ready to contact a supplier

Hi, I'm Anton. I want you to feel ready for your first supplier conversation. Use this worksheet to ask clear questions, save the written terms, and plan your next steps. Be honest about where you are today.



Supplier / company

Brand

Website

Representative

Email / phone

Date

Approval status

Not contacted

Before you reach out

- [ ] Read the supplier's published retailer application steps.
- [ ] Have your contact details and any requested business documents ready.
- [ ] Know what is ready today and what you are still working on.

Make this introduction your own

Hi, my name is [your name]. I'm working on [store or planned store], focused on [niche]. Right now, [truthful current stage]. I'd like to learn about becoming an authorized retailer. Is this the right way to apply, or is there someone I should contact?

Your name

Store or planned store

Your niche

Your truthful current stage

For example: "I am researching suppliers before I build my store."

The company and products

Start with the right contact. Use product suggestions as a starting point for your own research.

Who will manage my account, and how do you prefer we stay in touch?

Record their name, role and preferred contact method.

Written reference

How do I apply, and what do you need before approving a retailer?

Follow the published process and ask about any missing items.

Written reference

Which sales channels may I use? Are any products or areas restricted?

Ask about your own website, marketplaces and any limits.

Written reference

Which product details and images may I use, and what permission is needed?

Ask for current files and written usage rules.

Written reference

Which products would you suggest a new retailer focus on first?

Check fit, costs and demand before deciding.

Written reference

Which products are doing well for other retailers right now?

Ask what that is based on. Suggestions do not guarantee demand.

Written reference

Inventory and orders

Learn the steps from checking stock to sharing tracking with your customer.

How can I access your inventory feed, and what format does it use?

Ask for a sample file, login steps or an integration guide.

Written reference

How often is stock refreshed, and how will I hear about stock changes?

Record how you should check availability before an order.

Written reference

How do you handle backorders and estimated availability dates?

Ask how changes are shared and what to tell the customer.

Written reference

How should I send an order, and how will you confirm it?

Record required details, cut-off times and the confirmation step.

Written reference

How will I receive tracking and shipment updates?

Ask who to contact if tracking is missing or an order is delayed.

Written reference

Pricing and payment

Gross margin and net profit are different. Ask which costs a quoted margin leaves out.

Where can I find wholesale prices, and how are price changes shared?

Ask when new prices take effect and how open orders are handled.

Written reference

What gross margins are typical, and which costs are left out?

Record the product price and costs such as freight, fees and ads.

Written reference

Do you have a MAP policy, and where can I read it?

MAP means minimum advertised price: rules for advertised prices.

Written reference

Are there account, order, handling or dropship fees?

Record the amount and when each fee applies.

Written reference

Are there minimum orders or account purchase requirements?

Ask about opening orders, later orders and ongoing requirements.

Written reference

Which payment methods and terms can I use?

Record when payment is due and how payment terms are approved.

Written reference

Shipping and damaged deliveries

Record actual charges and written terms. Compare both shipping accounts before choosing.



Do you ship directly to my customer?

Ask about the sender name and paperwork in the shipment.

Written reference

Can we use your freight account or mine, and how is shipping quoted?

Compare actual rates. Ask about residential, liftgate and other charges.

Written reference

Which delivery services are available?

Record options such as curbside, inside delivery or white glove.

Written reference

When should an order ship, and how are delays shared?

Separate processing time from transit time.

Written reference

How do we report freight damage: evidence, deadlines and contact?

Ask about visible damage, hidden damage and the next steps.

Written reference

Returns, warranties and refunds

Keep the written policies with this worksheet. These notes are not a contract or a replacement for those policies.

How do I get return approval, and which returns are eligible?

Record the window, condition, exclusions, steps and return address.

Written reference

What restocking fees apply, and who pays return freight?

Record any other charges and when they apply.

Written reference

Who handles warranty claims, and what will the customer need?

Ask who pays for parts, labor and shipping where relevant.

Written reference

When can an order be canceled, and what happens after that point?

Record any cut-off, approval step or cancellation charge.

Written reference

Who issues the refund, and how long does processing usually take?

Record deductions, the payment route and the responsible contact.

Written reference

Finish the conversation

Keep track of what you have, what is still open, and who will help next.

Documents requested and received

Document	Requested	Received	File, link or date
	☐	☐	
	☐	☐	
	☐	☐	
	☐	☐	

Open questions and follow-up

Question or next action	Responsible contact	Status
		Awaiting confirmation
		Awaiting confirmation
		Awaiting confirmation

Use Confirmed, Awaiting confirmation, or Not applicable.

Account setup tasks

What still needs to be sent, signed, set up or tested? Add the owner for each task.

Next contact date

Person / preferred contact method

A simple way to close

Thanks for your time. I'll review the terms and send what you need. May I confirm the next step and a good time to follow up?

Take your next step with the Drop Ship Blueprint

A practical path from your first questions to your own store.

- Follow step-by-step, over-the-shoulder training for beginners, starting with a computer.
- Research and choose a niche. Find suppliers and learn how to approach them.
- Build a Shopify store, then learn how to launch and grow a high-ticket dropshipping store.
- Use Manhattan, the premium Shopify theme included with the Blueprint.
- Connect with a private community of 4,000+ high-ticket dropshippers.



Manhattan was previously sold separately for more than $500. That is a historical standalone price.

"People are friendly, and questions get answered."

Chris H.

"an e-commerce education that actually stays up to date"

Rick S., excerpt

Testimonial source: dropshiplifestyle.com

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Watch the Free Training

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