

WMS Extensibility Evaluation Sheet

Nine questions to ask every WMS vendor, what to listen for in the answer, what to probe further, and a place to score each platform. Print it, bring it to the demo, fill it in while you are still in the room.

VENDORS EVALUATED

VENDOR A

VENDOR B

VENDOR C

Scoring: 1 = significant concerns | 3 = meets requirements | 5 = strong fit

Before the demo

Write down the two or three workflows you already know are non-standard in your operation. The client-specific pick sequence, the compliance label nobody else needs, the billing arrangement that does not fit a rate table. These are your test cases.

Ask each vendor to answer the questions below against those workflows, not against their own demo environment. A platform that handles a vendor's showcase scenario tells you very little about how it handles yours.

QUESTION 01

What happens when you need a workflow the WMS vendor hasn't already built?

WHAT TO LISTEN FOR

They draw the boundary for you without being asked. They say plainly which kinds of change are configuration, which are extension, and which are development. They can name a real customer example.

WHAT TO PROBE FURTHER

"Anything is possible." A yes with no boundary attached is not an answer, it is a deferral. Ask a second time and listen for who does the work and what it costs.

SCORE 1-5

1 2 3 4 5

1 2 3 4 5

1 2 3 4 5

QUESTION 02

Can you create new functionality, or only configure existing functionality?

WHAT TO LISTEN FOR

They open the builder and make something small in front of you. A new field, a new screen, a new step. You see the tool, not a slide about the tool.

WHAT TO PROBE FURTHER

"Fully customizable" that resolves, on a follow-up question, into a services engagement. Ask what the phrase means in hours and in who.

SCORE 1-5

1 2 3 4 5

1 2 3 4 5

1 2 3 4 5

QUESTION 03

Which changes require vendor professional services?

WHAT TO LISTEN FOR

A clear line between what you change yourself, what needs your IT team, and what needs them, plus how the last one is priced. The goal is not zero services. Complex integrations and architecture changes are reasonable places for vendor involvement.

WHAT TO PROBE FURTHER

Hesitation, or a line that lands routine operational change on the services side. If adding a client's label format is billable work, model that across three years.

SCORE 1-5

1 2 3 4 5

1 2 3 4 5

1 2 3 4 5

QUESTION 04

Can you build customer-specific workflows without modifying the core?

WHAT TO LISTEN FOR

They explain where client-specific logic lives relative to the core application, and how two clients with conflicting requirements coexist in one system.

WHAT TO PROBE FURTHER

A separate environment or instance per client. That model works until it doesn't. Ask what onboarding client number thirteen costs and how long it takes.

SCORE 1-5

1 2 3 4 5

1 2 3 4 5

1 2 3 4 5

QUESTION 05

What happens to extensions when the WMS is upgraded?

WHAT TO LISTEN FOR

Where extensions sit relative to the core, so you know what a platform update actually touches. A test environment you can validate in before and after a release. A defined step where changes get checked before they reach production.

WHAT TO PROBE FURTHER

"We test everything," with no account of what happens when a test fails. Ask whether any customer has been billed for post-upgrade rework, and when.

SCORE 1-5

1 2 3 4 5

1 2 3 4 5

1 2 3 4 5

QUESTION 06

How easily can you connect new automation, systems or data sources?

WHAT TO LISTEN FOR

Documented APIs you can look at, an integration approach they can show on screen, and named examples already running in production. AMRs, ERP, temperature and sensor systems, EDI.

WHAT TO PROBE FURTHER

Every integration described as a project. Middleware assumed but never scoped or priced. Ask which of your existing systems they have connected before, by name.

SCORE 1-5

1 2 3 4 5

1 2 3 4 5

1 2 3 4 5

QUESTION 07

Who can make these changes: the vendor's developers, your IT team, or your operational users?

WHAT TO LISTEN FOR

A specific role, not a category. Ask which roles actually build on their platform, what training or enablement exists for that role, and what someone needs to know before they can build safely. This question tends to do more work than the other six.

WHAT TO PROBE FURTHER

"Your team could be trained to do that," with no training path and no certification behind it. Note who touches the builder during the demo, and ask whether that person would exist on your payroll or theirs.

SCORE 1-5

1 2 3 4 5

1 2 3 4 5

1 2 3 4 5

QUESTION 08

How are extensions governed, tested and deployed?

WHAT TO LISTEN FOR

Some separation between where changes are built and where they run. A way to see what changed and who changed it. A checkpoint before a change reaches production. The mechanisms vary widely: source control, separate environments, approval workflows, or a managed change process.

WHAT TO PROBE FURTHER

Ask how each of those works in practice. Who can build, who can release, how a change gets reviewed, and what your options are if you need to undo one. Vendors are vaguest here, and it rarely appears on a datasheet.

SCORE 1-5

1 2 3 4 5

1 2 3 4 5

1 2 3 4 5

QUESTION 09

Can coding agents like Claude Code or Codex be used to customize the WMS?

WHAT TO LISTEN FOR

They have exposed the capability via CLI or MCP. They have agent skills that guide the coding agent on how the WMS works. They have provided a way for the agent to test and verify what it created, so it can self-correct.

WHAT TO PROBE FURTHER

Make sure the coding agent story is more than copying code snippets into and out of ChatGPT. Can they demo a coding agent doing the same task they demoed in Question 02? Are they forcing you onto their own coding agent and making you pay for inference compute, or can you use your own subscription with Anthropic, OpenAI or Google? Can the agent perform all the same kinds of customizations, or are there limitations?

SCORE 1-5

1

2

3

4

5

1

2

3

4

5

1

2

3

4

5

ONE MORE, IF YOU HAVE TIME

Show me something your product did not ship with, built using your low-code tools rather than traditional custom development.

WHAT TO LISTEN FOR

They have one ready and running. They can say what it does, who built it, how long it took, and what happened to it at the next release.

WHAT TO PROBE FURTHER

A slide instead of the thing. Ask to see it running, and ask what the same capability would have cost as a custom development. This is the question hardest to answer with a rehearsed demo.

SCORE 1-5

1

2

3

4

5

1

2

3

4

5

1

2

3

4

5

Total out of 50

VENDOR A

VENDOR B

VENDOR C

The workflow each vendor could not accommodate

About this sheet

The scoring structure is vendor-neutral by design. It is meant to be used on every platform you evaluate. The columns describe what to listen for, not a single correct answer. The right balance between self-service, IT involvement and vendor services depends on your operation, your risk tolerance and your regulatory obligations. Platform capabilities and pricing change, so validate what you are told directly with each vendor.

This sheet accompanies [this article](#), which explains the difference between configuration, low-code extensibility and custom code, and why it surfaces during a cloud migration. If you want to see how one platform answers these questions, the [Footprint WMS platform page](#) covers the architecture.