

## **Transit Time**

- ✓ How long will the package take to get to its destination?
- ✓ Will a guaranteed delivery date be given?

## **Packaging**

- ✓ Does the carrier require a specific packaging system to be used?
- ✓ Can they provide any guidance relative to packaging?

## **Service Quality**

- ✓ What guidance can the carrier give you about export packaging?
- ✓ How frequently does the carrier lose or damage goods in transit?
- ✓ If goods are lost or damaged what is the insurance claims process?
- ✓ Does the carrier track changes in foreign regulations that might affect your goods? (documentation, packaging regulations etc.)

### **Other points to check:**

- Does the carrier offer additional services, such as distribution of consolidated shipments to different destinations within the same country or market?
- Will the carrier review the complete handling and shipment process with you?
- What are the rate categories within their tariff. What are the weight & measurement limits that apply?
- How do these categories and maxima differ between countries?
- How does the carrier track foreign regulations regarding documentation, packaging regulations? Is this done regularly and will they keep you advised of changes?
- If the carrier is consolidating different consignments with yours, can you observe their warehousing, palletizing or stowing process? What industry standards do they follow?
- Are they an ISO 9000 accredited company? (ISO 9000 is the International Quality Management accreditation, and requires a company to submit to a rigorous quality audit in all their departments).