

- Having answered all of these questions, which transportation alternative is best for you and which kind of transportation companies should you be calling upon?

#### Questions For or About Carriers and Intermediaries

- Is there more than one company offering service on a particular route or between city pairs and, if not, are alternate routings and carriers available?
- Have you checked with more than one carrier before making a decision to ship?
- Have you included shippers' agents and freight forwarders in your evaluation?
- Does the carrier have legally licensed operating authority to haul goods on the route?
- Is the company well established (i.e., does it have a track record)?
- Does the company offer:
  - direct routing through the New Brunswick/Maine border?
  - through bills of lading?
  - proper equipment on demand?
  - computerized shipment tracing?
  - a guaranteed delivery schedule?
  - sufficient insurance coverage [liability]?
  - discount plans?
  - customs brokerage and export documentation services?
  - other unique services?
- Have you tried to negotiate freight rates and services with carriers and asked for discounts rather than simply accepting quoted information?
- Will the goods be shipped directly from origin to destination by the same carrier, or if not, how many (and which) carriers will be involved?
- Does your shipment have to be ready by a certain deadline to meet a ferry sailing schedule or other constraint?
- At what date and time will the transportation supplier pick up your goods and when can the customer expect to receive them?
- If you are using air transport, by what time does the airline want you to bring the goods to the airport?