
Questions for or about carriers:

- Is the carrier well established and experienced (i.e. does it have a track record)? Can it provide references?
- Is there more than one company offering service on a particular route and, if not, are alternate routings and carriers available?
- Have you sought out carriers which would normally return to Mexico or the Southern U.S. empty and which are willing to offer attractive rates on backhauls?
- Does the carrier have legally licensed operating authority to haul goods on the route?
- Does the transportation company offer:
 - through rates and 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?
- Will the goods be shipped directly from origin to destination by the carrier, and if not, how many (and which) carriers will be involved?
- If several carriers are to be involved, who has responsibility (liability) for the safe delivery of the goods?
- Has the company quoted you an all-inclusive rate and guaranteed delivery time? (Avoid companies that will not commit themselves to a rate or that will let you know how much the cost is after the fact.)
- What extra costs (if any) will you have to incur beyond the cost quoted?
- Are you satisfied that the transportation company rather than your company will be fully liable for the safe delivery of the goods?
- Have you checked with more than one carrier before making a decision to ship?