Five questions to ask before you hand over your next load.

Shippers, ask your brokers. Brokers, ask your carriers and transport partners. A confident answer with no record behind it is the same as no answer.

1

Can a carrier you booked hand my load to someone else without you knowing?

Why it matters: double brokering happens after award, when every document still checks out.

Good answer: one carrier of record per load, from dispatch to delivery, on record.

2

How do you know the driver at pickup works for the carrier you booked?

Why it matters: a fictitious pickup arrives with paperwork that matches the real thing.

Good answer: only the driver that carrier assigned can take the load.

3

If the driver changes mid route, how would you know?

Why it matters: a load can change hands anywhere between the dock and the delivery address.

Good answer: a change only goes to another authorized driver, and it lands on the record.

4

Who is allowed to mark my load delivered?

Why it matters: a delivery marked by the wrong person hides where the freight really went.

Good answer: only a driver the carrier authorized.

5

For any load, can you show me everyone who had it from dispatch to delivery?

Why it matters: after a loss, the customer and the insurer both ask who had it.

Good answer: yes, every handoff, with the record ready for an insurer or counsel.