

Questions to Ask Your Next Courier

Use this checklist to help you qualify services

Reliability and Reputation

Questions	Answers
<ul style="list-style-type: none">• Can you provide me with references from other businesses you serve, particularly those in my industry?• What is your insurance coverage?• What is your on-time delivery rate?• What are your safety and security measures for your drivers and vehicles?• Have you received any relevant certifications?	

Technology and Tracking Capabilities

Questions	Answers
<ul style="list-style-type: none">• Do you offer real-time tracking?• Do you offer any technology integrations?• Do you provide proof of delivery documentation?• Do you have online and reporting capabilities?	

Customer Service

Questions	Answers
<ul style="list-style-type: none"> ● What are your customer service protocols? ● Is someone onsite or remote? ● What is your average response time? ● How can I reach Customer Service? ● How do you handle escalations? ● Will I have an account manager? 	

Cost Considerations

Questions	Answers
<ul style="list-style-type: none"> ● How do you calculate shipping costs? ● What are your pricing models? ● What are your fuel surcharges? ● What are your accessorial charges? ● Do you offer any insurance options for my shipments, and what are the associated costs? ● What are your payment terms and accepted payment methods? 	

Geographic Reach

Questions	Answers
<ul style="list-style-type: none">• What is your primary service area?• Do you offer deliveries beyond your primary service area? If so, how are these handled?• How many drivers do you have?• Do you have any specific geographic limits?• What is your experience with international shipping?• Can you provide a map or visual representation of your service area?	

Commodity

Questions	Answers
<ul style="list-style-type: none">• What is your experience with handling [specific] cargo types?• What products do you specialize in delivering?• Do you offer specialized packaging or handling services?	

Delivery Volume and Frequency

Questions	Answers
<ul style="list-style-type: none">• What are your hours of operation?• What are your delivery time windows?• How do you handle unexpected delivery delays?• What are the peak delivery times and how do you handle increased demand?	



To see the questions a courier may ask you to help them understand your needs better and build a solution, [check out this article](#) for more details.

Excel Courier is available to answer your questions anytime. Contact us today to reach a representative right away.

[Contact Us](#)