

## Work Flow of moving your first load. This will be replicated in each load after and will give you an idea of what to expect and how to be prepared.

1. After speaking with a shipper and also having a carrier that can fulfill the load movement there is some documents that you need to send to both parties before going further and there are some questions that need to be asked.

Packages should be sent to both shipper and carrier. Inside the package are the required documents.

### Packages include for shipper:

Shipper broker contract  
Shipper Credit profile  
Your company information

### Package for carrier:

Carrier Broker Contract  
Carrier Profile  
Your company information

2. You now need to ask a few questions to the shipper before moving forward with your load so that you will have the right information to give to your carrier.

- Do you pay on electronic copies of the documents associated with the loads?
- What are the documents associated with your load so I can be aware of getting the correct documents back?
- Are there lumper fees associated with the loads and how do you handle the lumper fees ?
- How do you handle possible damage claims?
- If the driver arrives and for some reason the load is not ready at the appointed time, the carrier will charge additional for waiting more than 2 hours. Do you have a certain procedure of handling this additional charge?
- What is a good contact number after hours in case of emergency pertaining to the load?

3. Questions you need to ask the carrier after receiving your package from his company.

- What is your charge rate if you are delayed at the loading docks for receiving the load. How many hour before the charge begins?
- What is an emergency contact number in case we need to call your company pertaining to the load?
- When do expect to be paid for the load after you have returned the documents pertaining to the delivered load?

