

Freight Quote Qualifying Questions Asked to Customers/Shippers

When a customer/shipper emails you the 3PL or Broker a freight quote request, the following qualifying questions should be asked in order to provide the best quote:

1. Email address of customer/shipper/consignor to return the freight quote to
2. Equipment Type – DV, FB, REEF or other equipment type, please be specific
3. Commodity – what type of product is being shipped on the equipment type (or trailer)
4. Pickup Location (origin/shipper/consignor) – who is the POC – Point of Contact, phone number, email, name, address of facility, FCFS, Appointment Time
5. Delivery Location (destination/receiver/consignee) - who is the POC – Point of Contact, phone number, email, name, address of facility, FCFS, Appointment Time
6. Weight of load(s)
7. Type of Shipment – PTL - partials, LTL – less than truckload, FTL – full truckload, floor loaded or palletized, Hazmat, Tanker or other type of endorsements
8. Accessorial – Detention, Layover, Lumper, T.O.N.U. (Truck Ordered, Not Used)
9. Special Instructions from Customer/Shipper – “What special instructions do you require for this shipment(s)?”
10. BONUS: Inquire with the customer, **“What target rate are you looking at?”**