

Freight Partner Evaluation Checklist

When choosing a logistics partner to run your lanes, it's not just about rates on a spreadsheet. **The right provider protects your supply chain from risk, helps you control costs long term, and keeps your business moving when markets shift.** Here's what to look for:

► Dedicated Capacity



Why it matters:

Truckload markets rise and fall, but your lanes can't afford disruption. **Capacity should be stable, not a gamble.**



Does the provider have contracted capacity with carriers to keep freight moving even when the market is tight?



Can they show long-term relationships with carriers instead of relying only on the spot market?



Will they commit to consistent coverage on your high-priority lanes?

► Real-Time Visibility



Why it matters:

Delays, exceptions, and missed updates create costly surprises. **Visibility prevents problems from snowballing.**



Do they offer real-time shipment tracking from pickup through delivery?



Is their technology easy to access, with dashboards and reporting tools your team can actually use?



Will they proactively communicate when issues arise, or do you only hear from them when you call?

► Port & Drayage Expertise



Why it matters:

Ports are one of the most common bottlenecks in supply chains. The wrong partner here **means extra storage, demurrage fees, and missed delivery windows.**



Do they have partnerships and relationships with major ports to help clear congestion faster?



Can they provide pre-pull services so containers are ready the moment they're released?



Do they offer cross-docking, and transloading options to keep freight flowing?

► Multi-Modal Flexibility

 <i>Why it matters:</i> Using multiple providers for every mode (FTL, LTL, drayage, cross-border, expedited) creates complexity, risk, and extra cost. A strong partner should simplify, not complicate.	☐	Can they cover your core modes and seasonal surges under one roof?
	☐	Do they offer the flexibility to scale solutions as your business changes?
	☐	Will you have a single point of contact managing your freight across modes?

► Proven Performance

 <i>Why it matters:</i> Every provider says they deliver — but only data proves it. You need evidence they can execute consistently.	☐	Can they provide metrics like on-time performance, cost savings, or empty mile reductions?
	☐	Do they have case studies or testimonials from shippers with similar needs?
	☐	Are their customer retention rates high enough to prove long-term trust?



How to Use This Checklist

Bring this list into your next carrier or 3PL conversation. The best partners will check every box with real proof, not just promises. **The right choice doesn't just move freight — it strengthens your supply chain and makes you look good for choosing them.**

Talk to DTS about
evaluating your lanes!



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