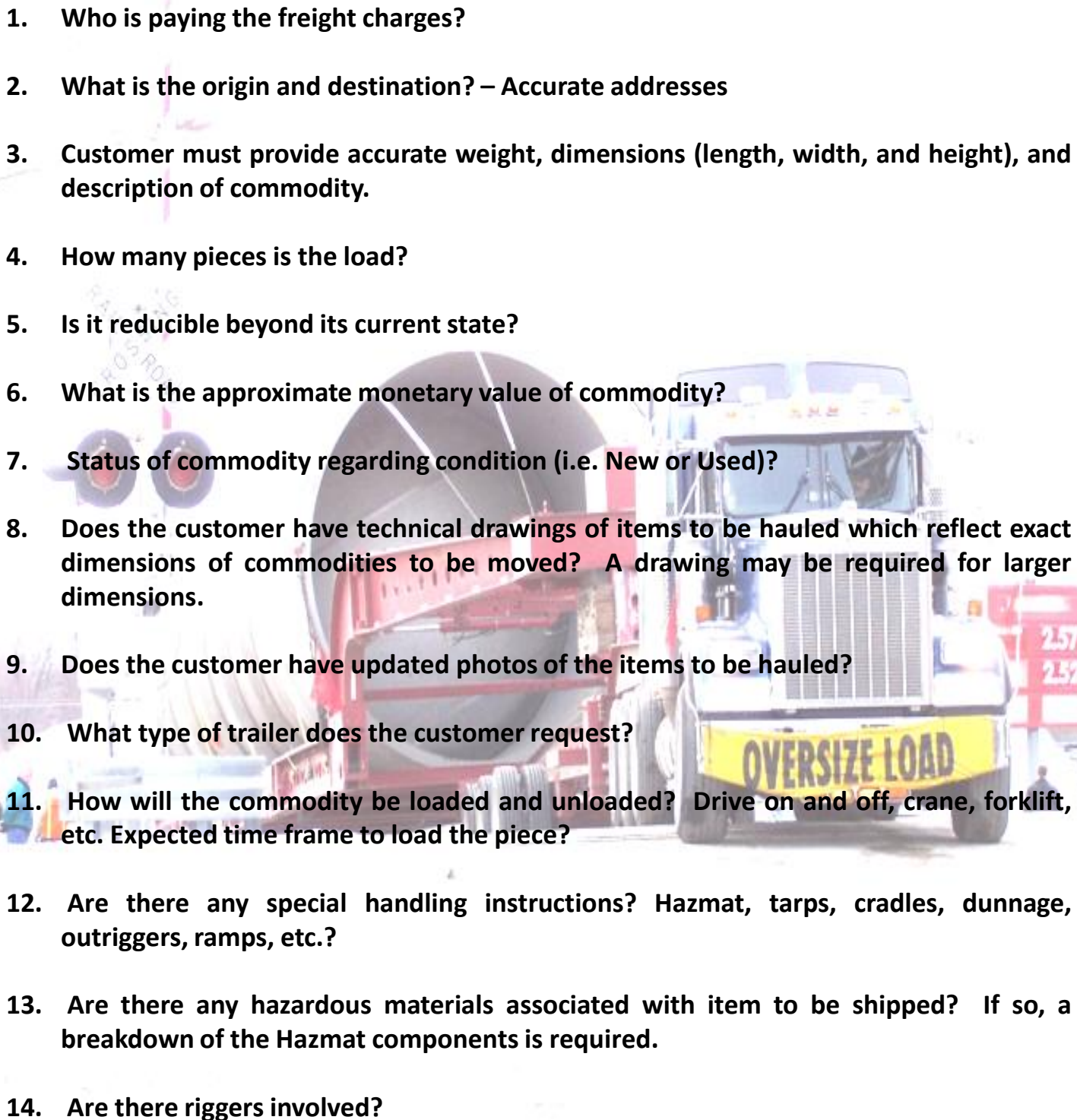


Top 20 Questions To Ask The Customer On OD Loads

1. Who is paying the freight charges?
 2. What is the origin and destination? – Accurate addresses
 3. Customer must provide accurate weight, dimensions (length, width, and height), and description of commodity.
 4. How many pieces is the load?
 5. Is it reducible beyond its current state?
 6. What is the approximate monetary value of commodity?
 7. Status of commodity regarding condition (i.e. New or Used)?
 8. Does the customer have technical drawings of items to be hauled which reflect exact dimensions of commodities to be moved? A drawing may be required for larger dimensions.
 9. Does the customer have updated photos of the items to be hauled?
 10. What type of trailer does the customer request?
 11. How will the commodity be loaded and unloaded? Drive on and off, crane, forklift, etc. Expected time frame to load the piece?
 12. Are there any special handling instructions? Hazmat, tarps, cradles, dunnage, outriggers, ramps, etc.?
 13. Are there any hazardous materials associated with item to be shipped? If so, a breakdown of the Hazmat components is required.
 14. Are there riggers involved?
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Top 20 Questions Continued

15. Is there any planned layover or detention?
16. What are the specific dates and times of shipments reflecting all preparations to be performed by customer?
17. Is there the potential for penalties incurred by customer due to delays, down time or deviations from original agreed upon time table?
18. Do they want all inclusive pricing, or line haul + permits + escorts?
19. Pricing is based directly upon the accurate information proposed, and should be contained within final purchase order. Always obtain a rate confirmation that includes all dimensions, type of equipment to be supplied, and any other necessary details.
20. Plans need to be implemented as early as possible depending on size of commodity and equipment required. Determine the minimum notice required to secure permits and equipment, and communicate this notice requirement to the customer when giving them the rate. (i.e. Two weeks notice required for shipment)

