MERIDIAN WAYPOINT LOGISTICS

12 Questions Before You Select a Freight Broker

A practical evaluation tool for manufacturers and high-care shippers.

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By Meridian Waypoint Logistics

How to use this checklist

Ask each question, request supporting evidence, identify gaps, and decide who owns the follow-up. A polished sales answer is not the same as an operating control.

> **Recommended scoring**
>
> Mark each item: Verified / Partially verified / Not verified / Not applicable. Do not convert the result into a promise that a broker or shipment is risk-free.

1. Is the broker properly authorized?

Verify the broker's legal name, USDOT/MC identity, operating authority, process agent information, and current public record. Confirm that contracts and communications use the same entity.

Status: [ ] Verified [ ] Partial [ ] No [ ] N/A

Evidence / owner / next step:

2. Are financial security and insurance appropriate?

Review the broker's required financial security and relevant insurance evidence. Ask how changes, cancellations, and expiration are monitored. Coverage questions should be reviewed with qualified insurance and legal advisers.

Status: [ ] Verified [ ] Partial [ ] No [ ] N/A

Evidence / owner / next step:

3. Is the contract clear about roles and responsibilities?

Confirm that the broker is acting as a property broker, not representing itself as the motor carrier. Review payment, claims, accessorials, confidentiality, data, disputes, liability, and termination provisions.

Status: [ ] Verified [ ] Partial [ ] No [ ] N/A

Evidence / owner / next step:

4. How are motor carriers qualified?

Ask which evidence categories are reviewed, which sources are authoritative, who makes the final decision, how conflicts are resolved, and what triggers revalidation.

Status: [ ] Verified [ ] Partial [ ] No [ ] N/A

Evidence / owner / next step:

5. How is shipment-specific carrier fit determined?

The carrier should fit the commodity, value, route, equipment, schedule, handling, access, service, and consequence of failure—not simply be generally active.

Status: [ ] Verified [ ] Partial [ ] No [ ] N/A

Evidence / owner / next step:

6. What controls address fraud and unauthorized double brokering?

Ask how identity, contact channels, physical carrier, driver, equipment, custody, destination, and payment changes are independently verified.

Status: [ ] Verified [ ] Partial [ ] No [ ] N/A

Evidence / owner / next step:

7. How will shipment visibility and communication work?

Define milestones, update cadence, contacts, after-hours coverage, exception thresholds, delivery confirmation, and what happens when tracking fails.

Status: [ ] Verified [ ] Partial [ ] No [ ] N/A

Evidence / owner / next step:

8. How are high-value, fragile, theft-sensitive, or time-critical loads handled?

Ask what additional planning, carrier evidence, monitoring, communication, custody, documentation, and authority controls apply when the consequence of failure is higher.

Status: [ ] Verified [ ] Partial [ ] No [ ] N/A

Evidence / owner / next step:

9. What is the exception-management process?

A credible answer identifies how facts are verified, who owns the next action, who can decide, how stakeholders are updated, and how closure is documented.

Status: [ ] Verified [ ] Partial [ ] No [ ] N/A

Evidence / owner / next step:

10. How are claims and service failures documented?

Review notification paths, evidence expectations, carrier coordination, mitigation, record retention, and post-event improvement. Do not wait for a loss to learn the process.

Status: [ ] Verified [ ] Partial [ ] No [ ] N/A

Evidence / owner / next step:

11. How will performance be reviewed?

Agree on the measures that matter: on-time performance, tender acceptance, tracking, communication, condition, documentation, accessorial accuracy, exceptions, claims, and corrective actions.

Status: [ ] Verified [ ] Partial [ ] No [ ] N/A

Evidence / owner / next step:

12. Does the broker understand our operation?

A strong broker should understand your products, facilities, customer promise, decision-makers, seasonal patterns, critical lanes, known failure modes, and what success must improve.

Status: [ ] Verified [ ] Partial [ ] No [ ] N/A

Evidence / owner / next step:

Decision summary

Decision	Conditions / open items	Owner and due date

About Meridian

Meridian Waypoint Logistics is a relationship-driven freight brokerage serving manufacturers and high-care supply chains. Meridian uses structured carrier qualification, shipment planning, evidence, communication, and human accountability to support better transportation decisions.

Discuss your freight program at meridianwaypoint.com/contact or info@meridianwaypoint.com.

Important context

This material describes Meridian’s general approach. It is not a certification, guarantee, legal opinion, insurance opinion, or assurance that a particular shipment or carrier is risk-free. Qualification is point-in-time and shipment decisions remain load-specific.