



Carrier Performance & SLA Compliance Audit 2026 Checklist

Carrier Profile & Contract Overview

Verification of carrier identity, active contract validity, and baseline Service Level Agreement (SLA) parameters for the 2026 fiscal year.

Carrier Name

Carrier ID/Vendor Code

Contract Expiration Date

Service Mode

- ☐ FTL (Full Truckload)
- ☐ LTL (Less Than Truckload)
- ☐ Intermodal
- ☐ Parcel/Courier
- ☐ Ocean Freight

Service Regions Covered

- ☐ Domestic (Local)
- ☐ Regional
- ☐ National
- ☐ International

Master Service Agreement (MSA)

 Upload File

Contractual SLA Summary

Write something...

On-Time Performance Metrics

Audit of pickup punctuality, transit time adherence, and delivery window accuracy against agreed-upon schedules.

Audit Date

Enter date...

On-Time Delivery Percentage

Enter a number...

Average Transit Delay (Hours)

Enter a number...

Carrier Reliability Rating

- ☐ Exceeds Expectations
- ☐ Meets SLA
- ☐ Below SLA
- ☐ Critical Failure

Delay Root Cause Analysis

Write something...

Supporting Delivery Logs

 Upload File

Auditor Verification

Documentation & Compliance Accuracy

Review of Bill of Lading (BOL) accuracy, POD (Proof of Delivery) completeness, and adherence to regulatory shipping documentation.

Audit Date

Bill of Lading (BOL) Accuracy Status

- ☐ Fully Compliant
- ☐ Minor Discrepancies Found
- ☐ Critical Errors Identified

Verified Documents

- ☐ Proof of Delivery (POD)
- ☐ Commercial Invoice
- ☐ Packing List
- ☐ Certificate of Origin
- ☐ Customs Declaration

Error Rate Percentage

Enter a number...

Discrepancy Evidence

 Upload File

Discrepancy Details & Corrective Action Plan

Write something...

Auditor Verification

Cargo Integrity & Damage Assessment

Evaluation of shipment condition upon arrival, frequency of damage claims, and effectiveness of cargo securing methods.

Cargo Condition Upon Arrival

- ☐ Intact / No visible damage
- ☐ Minor Packaging Damage
- ☐ Significant Structural Damage
- ☐ Contamination Detected

Identified Damage Areas

- ☐ Outer Packaging (Box/Crate)
- ☐ Pallet/Skid Integrity
- ☐ Internal Product Contents
- ☐ Seal or Security Tape Tampering
- ☐ Moisture/Liquid Damage

Detailed Damage Description

Write something...

Damage Evidence Photos

 Upload File

Estimated Claim Value (USD)

Enter a number...

Inspector Verification

Communication & Incident Management

Assessment of carrier responsiveness, real-time tracking updates, and efficiency in resolving transit delays or discrepancies.

Carrier Response Rating

- ☐ Excellent
- ☐ Satisfactory
- ☐ Needs Improvement
- ☐ Unacceptable

Average Response Time (Minutes)

Enter a number...

Communication Channels Used

- ☐ Email
- ☐ EDI/API Integration
- ☐ Phone/Voice
- ☐ Carrier Portal

Incident Summary & Resolution Notes

Write something...

Supporting Incident Documentation

 Upload File

Auditor Verification Signature

Cost Management & Billing Accuracy

Verification of freight invoice accuracy, adherence to agreed-upon fuel surcharges, and identification of unauthorized accessorial charges.

Audit Date

Invoice Discrepancy Found

- ☐ Yes
- ☐ No

Total Discrepancy Amount (\$)

Discrepancy Type

- ☐ Incorrect Freight Rate
- ☐ Unauthorized Accessorial Charges
- ☐ Duplicate Invoice
- ☐ Incorrect Fuel Surcharge
- ☐ Weight/Dimension Mismatch

Discrepancy Details & Resolution Plan

Write something...

Supporting Documentation (Invoice/Audit Trail)

 Upload File

Auditor Verification

Equipment & Fleet Standards

Inspection of vehicle cleanliness, trailer condition, and compliance with specific temperature or specialized handling requirements.

Trailer Condition Status

- ☐ Excellent
- ☐ Good - Minor Wear
- ☐ Fair - Requires Maintenance
- ☐ Poor - Out of Service

Pre-Trip Safety Checks Performed

- ☐ Tire Pressure & Tread Inspection
- ☐ Brake System Verification
- ☐ Lighting & Signaling Check
- ☐ Fluid Level Verification
- ☐ Load Securing/Strapping Inspection

Vehicle Mileage/Odometer Reading

Enter a number...

Equipment Inspection Photos

 Upload File

Last Scheduled Maintenance Date

Enter date...

Maintenance Deficiencies or Notes

Write something...

Inspector Authorization

Safety & Risk Compliance

Review of driver safety records, carrier insurance validity, and adherence to environmental and transit safety protocols.

Audit Completion Date

Carrier Safety Certifications Verified

- ☐ DOT Compliance
- ☐ ISO Certification
- ☐ Hazardous Materials Permit
- ☐ Insurance Certificate (COI)

Safety Rating Score (Scale 1-100)

Carrier Insurance Certificate Upload

 **Upload File**

Safety Incident Observations & Notes

Auditor Verification Signature

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✔ Finish

✎ Generate Sample Report