



Freight Forwarder Audit & Selection Checklist 2026

Company Profile & Financial Stability

Verify the forwarder's legal standing, years in operation, financial health, and global network reach.

Legal Company Name

Years in Operation

Company Headquarters Location

- ☐ North America
- ☐ Europe
- ☐ Asia-Pacific
- ☐ LATAM
- ☐ Middle East/Africa

Annual Revenue (USD)

Enter a number...

Primary Business Specializations

- ☐ Sea Freight
- ☐ Air Freight
- ☐ Road Freight
- ☐ Rail Freight
- ☐ Customs Brokerage

Proof of Business Registration/Licenses

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Latest Audited Financial Statement

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Service Capabilities & Global Network

Evaluate their expertise in specific modes of transport (Air, Ocean, Road), trade lanes, and availability of local agents.

Available Modes of Transport

- ☐ Ocean Freight (FCL/LCL)
- ☐ Air Freight
- ☐ Road Freight (FTL/LTL)
- ☐ Rail Freight
- ☐ Intermodal

Primary Trade Lane Coverage

- ☐ Asia - North America
- ☐ Europe - North America
- ☐ Intra-Asia
- ☐ Transatlantic
- ☐ LATAM - North America

Key Warehouse/Hub Locations

Write something...

Specialized Cargo Capability

- ☐ Standard Dry Cargo
- ☐ Refrigerated/Temperature Controlled
- ☐ Hazardous Materials (HazMat)
- ☐ Oversized/Out-of-Gauge

Description of Value-Added Services

Write something...

Network Map or Route Documentation

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Compliance & Regulatory Certifications

Ensure adherence to international standards such as AEO, C-TPAT, IATA, and relevant regional customs regulations.

Required Industry Certifications

- ☐ AEO (Authorized Economic Operator)
- ☐ C-TPAT (Customs-Trade Partnership Against Terrorism)
- ☐ ISO 9001 (Quality Management)
- ☐ IATA (International Air Transport Association)
- ☐ GDP (Good Distribution Practice)

Certification Expiry Date

Enter date...

Upload Certificate Copies

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Regulatory License Number

Write something...

Compliance Audit Status

- ☐ Fully Compliant
- ☐ Pending Renewal
- ☐ Non-Compliant

Operational Infrastructure & Technology

Assess their tracking capabilities, EDI integration, real-time visibility tools, and digital documentation workflows.

Primary Tracking Method

- ☐ Real-time GPS Tracking
- ☐ EDI/API Integration
- ☐ Manual Milestone Updates
- ☐ Carrier Portal Access

Available Digital Capabilities

- ☐ Automated Document Management
- ☐ Real-time Dashboard Access
- ☐ Cloud-based Booking System
- ☐ Automated Customs Filing
- ☐ Inventory Visibility Integration

Warehouse Management System (WMS) Name

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Proof of IT Security Certification

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Description of Data Integration Workflow

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System Uptime SLA Percentage (%)

Risk Management & Insurance Coverage

Review their cargo insurance limits, contingency planning for disruptions, and liability frameworks.

Cargo Insurance Coverage Type

- ☐ All-Risk Coverage
- ☐ Limited Liability Coverage
- ☐ Third-Party Insurance
- ☐ No Insurance Provided

Maximum Insurance Limit per Shipment (\$)

Risk Mitigation Strategies Implemented

- ☐ Contingency Route Planning
- ☐ Emergency Response Protocols
- ☐ Real-time GPS Tracking
- ☐ Regular Security Audits

Insurance Certificate Copy

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Description of Contingency Plans for Transit Disruptions

Write something...

Performance Metrics & KPI Framework

Define measurable standards for transit time accuracy, shipment damage rates, and documentation error frequency.

Target On-Time Delivery (OTD) Percentage

Enter a number...

Allowable Cargo Damage Rate (%)

Enter a number...

Documentation Accuracy Rating

- ☐ Excellent
- ☐ Acceptable
- ☐ Needs Improvement
- ☐ Unacceptable

Average Response Time (Hours)

Enter a number...

Critical KPIs Monitored

- ☐ Transit Time Deviation
- ☐ Billing Accuracy
- ☐ Inventory Shrinkage
- ☐ Customs Clearance Speed

Historical Performance Reports

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Pricing Structure & Billing Transparency

Analyze the breakdown of freight rates, surcharges, handling fees, and the clarity of their invoicing process.

Quotation Validity Period

- ☐ 30 Days
- ☐ 60 Days
- ☐ 90 Days
- ☐ Annual Contract

Included Surcharges

- ☐ Fuel Surcharge (BAF)
- ☐ Security Surcharge
- ☐ Documentation Fees
- ☐ Terminal Handling Charges (THC)
- ☐ Demurrage/Detention Fees

Base Freight Rate Breakdown

Write something...

Standard Payment Terms (Days)

Enter a number...

Official Rate Card/Tariff Sheet

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Notes on Hidden Fees or Ancillary Charges

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Customer Service & Communication Protocol

Evaluate the availability of dedicated account managers, response time standards, and escalation procedures.

Dedicated Account Manager Assignment

- ☐ Yes, dedicated manager assigned
- ☐ Shared service model
- ☐ No dedicated contact available

Standard Response Time (Hours)

Enter a number...

Available Communication Channels

- ☐ Email
- ☐ Phone/Voice
- ☐ Customer Portal/Dashboard
- ☐ Instant Messaging/WhatsApp
- ☐ EDI/API Integration

Escalation Procedure Summary

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Service Level Agreement (SLA) Document

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