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Working With Brokers

The carrier's checklist: vet them before you haul, run the load clean, get paid on time, get called first next time.

BEFORE YOU HAUL

- [ ] Look the broker up: authority active, bond in place (free Look Up a Carrier on our site)
- [ ] Payment terms in writing before the wheels move: how many days, quick pay cost
- [ ] Read the rate con: detention, layover, TONU, lumper fees, all in the open
- [ ] Know who you call when something goes wrong, before it does

ON THE LOAD

- [ ] One clear channel: know how they want updates, and give them that way
- [ ] Answer fast. Silence reads as trouble even when nothing is wrong
- [ ] Flag problems early: a late heads-up beats a surprise every time
- [ ] Changes in writing: new times, new pay, new stops, confirmed before you roll
- [ ] Detention: in and out times logged, signed, and sent the same day

GETTING PAID, KEEPING THE WORK

- [ ] POD in clean and fast: your pay clock starts when they can read it
- [ ] Invoice right the first time, with the rate con attached
- [ ] Track the payment date like a due date, because it is one
- [ ] Be the easy carrier: brokers remember who made the load simple
- [ ] Bring data to the rate talk: 10 cents more a mile on a 1,400-mile haul is $140 a load

Good brokers are worth keeping, and good carriers get called first. The relationship is the discount nobody lists.