

Transparency. Accountability. Availability.



COMPLIANCE CHECKLIST

Serving all 50 states, including Mexico & Canada.



1. PROPER SHIPMENT DOCUMENTATION

Clean paperwork protects everyone involved.

Include:

- **Bill of Lading**
- **Rate confirmation**
- **Packing list**
- **Commercial invoice, when applicable**
- **Customs or bonded documents, when applicable**
- **Special handling instructions**
- **Pickup and delivery appointment details**

2. ACCURATE CARGO DETAILS

The freight must be correctly described before it moves.

Include:

- **Commodity description**
- **Piece count**
- **Pallet count**
- **Weight**
- **Dimensions**
- **Freight class, if LTL**
- **Declared value, if applicable**
- **Hazmat status, if applicable**

3. PACKAGING AND LOAD READINESS

Claims often start before the truck arrives.

Include:

- **Proper packaging**
- **Secure palletization**
- **Clear labeling**
- **Weather protection**
- **Blocking and bracing needs**
- **Photos before pickup**
- **Shipper-loaded count confirmation**

4. CARRIER & EQUIPMENT COMPLIANCE

The right carrier and equipment reduce risk.

Include:

- **Active authority**
- **Insurance verification**
- **Equipment match**
- **Driver instructions**
- **Bonded carrier requirements, when applicable**
- **Refrigerated temperature requirements, when applicable**
- **Oversize or permit requirements, when applicable**

5. PICKUP & DELIVERY CONDITION CHECKS

Condition should be documented on both ends.

Include:

- **Inspect freight before loading**
- **Note visible damage**
- **Confirm piece count**
- **Seal number, when applicable**
- **Take pickup photos**
- **Inspect before signing at delivery**
- **Note exceptions on POD immediately**

6. DAMAGE, SHORTAGE & DELAY REPORTING

Issues need to be reported quickly and clearly.

Include:

- **Notify BXM immediately**
- **Keep all packaging**
- **Take clear photos**
- **Save delivery paperwork**
- **Note damage or shortage on POD**
- **Do not discard product before claim review**
- **Document timeline and contacts**

7. CLAIMS SUPPORT & RESOLUTION

BXM helps organize the process and keep communication moving.

Include:

- **Claim documentation review**
- **Carrier communication**
- **Insurance documentation support**
- **Damage photos and POD collection**
- **Invoice and value documentation**
- **Status updates through resolution**

CONTACT US

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