

# How will it work

First question is to check all criteria looked at for choosing providers.

Second question is what operator (alliance?) do you want to rate

Then, the participant can rate all criteria for each liner (or alliance?)

## Criteria:

Topic	Question
<b>Price</b>	
<b>Cost of service</b>	<i>To what degree are you satisfied with the set price based on the costs incurred by the carrier?</i>
<b>Rate transparency</b>	<i>Are all surcharges/payment details itemized and clear?</i>
<b>Price volatility</b>	<i>Does the cost stay the same throughout a contracted period of time?</i>
<b>Price negotiability</b>	<i>Is it possible to negotiate the price of the service after you have proven to the carrier that the price reduction is justified?</i>
<b>Operations at sea</b>	
<b>Transit time</b>	<i>Is the lead time for the transportation of your goods in line with your requirements? Does the actual time for the goods transportation differ from the time stated in the contract?</i>
<b>Geographic coverage</b>	<i>Does the carrier cover a wide range of locations and provide delivery to all required destinations?</i>
<b>Capability to handle special products</b>	<i>Does the carrier provide the necessary facilities for special/dangerous goods delivery? Does the carrier provide non-standard shapes/sizes/types of containers if needed?</i>
<b>Reliability of booking</b>	<i>Does the carrier use cancellation of service? How often did it interfere with the delivery process in a negative way?</i>
<b>Availability of cargo space</b>	<i>Does the carrier always have the necessary space for your goods?</i>
<b>Quality of Equipment</b>	<i>Are the vessels and the equipment of the carriers appropriate for you?</i>

<b>Customer services</b>	
<b>Accurate billing</b>	<i>Does the billing information accurately itemize all expenses?</i>
<b>Loss and damage protection</b>	<i>Have you experienced loss and damage of your goods caused by the carriers? How satisfied are you with the way the carrier deals with loss and damaged cargo?</i>
<b>Customer Service Quality</b>	<i>How satisfied are you with your carriers in meeting with your needs and complying with your expectations?</i>
<b>Delivery of Information</b>	<i>Are all the details concerning delivery provided by the carrier detailed enough? Is the order confirmation provided fast enough?</i>
<b>EI (Electronic Integration) Link to Carriers</b>	<i>Does the carrier provide electronic integration complementary to your IT platform? Is there a possibility of extensive electronic integration?)</i>
<b>Tracking and tracing</b>	<i>Are you informed about the location, state and conditions of the goods at any moment? Can you follow and check the location, state and conditions of the goods via computerized systems?</i>
<b>Accurate documentation</b>	<i>Are all the documents (both export and import) properly filled out and do these provide all the necessary details about the service?</i>
<b>Ability to provide hinterland transport</b>	<i>Does the carrier offer non-sea related transport?</i>
<b>Contract Quality</b>	<i>Do you think that the contract you are being presented covers all the important legal aspects which you as a shipper think is necessary?)</i>
<b>Degree of Adherence of Contracts</b>	<i>Was the agreement accurately implemented? If something went a different way from the one in the agreement, was the carrier efficient in solving the problem?</i>
<b>Other</b>	
<b>Sustainability</b>	<i>How does the carrier manage their triple bottom line (i.e. financial, social and environmental risks)?</i>
<b>Carrier Financial Stability</b>	<i>Are you satisfied with the financial stability of the carrier?</i>
<b>Social Responsibility</b>	<i>Do you think that the carrier acts in a socially responsible way (labour conditions, environmental impact, etc.)?</i>