



LTL FAQ

Less-than-Truckload Frequently Asked Questions

How does Choptank choose its carrier base?

Choptank uses the latest technology to offer our customers fast tracking and excellent customer service. Our pool of vetted dry LTL carriers are second to none.

What important information do I need to get an accurate quote? You will need to provide the correct freight classification (if you are unsure, Choptank can help), weight, dimensions, pallet count, value, pickup and delivery zip codes, and any extra required services such as dock-to-dock or lift gate.

Do you offer additional insurance? Why would this be important? Yes, Choptank does offer additional insurance. On average, additional insurance can cost \$.50 up to \$5 per pound, depending on the classification of the shipment. This can protect you from taking a possible loss in freight value.

What are the benefits of using a 3PL to handle my LTL shipments? Shipping freight via LTL can be very complicated. 3PLs have the knowledge and expertise to make it a seamless process. 3PLs will take care of the back-end paperwork, pickup and delivery arrangements, and the technology to track the shipment from point A to point B. They also handle claims and contest any rate or class discrepancies if they occur.

I understand assigning the proper freight class is important. How do I identify my shipment's class? A mis-classification of your freight can result in fines and additional fees. There are 18 NMFC codes which can be viewed on our website. If you're unsure of the class number, contact our dry LTL division for guidance at dryltl@choptanktransport.com, or read our blog – It's All About Class.

How does freight class affect my costs? The lower the class number, the less the shipment costs. For example, two pallets of bricks, which would fall under class 55, is less expensive to ship than ten pallets of baked goods, under class 70.

When does it make more sense to ship LTL rather than TL? Anytime you have ten or less pallets, or you can break up a truckload into multiple LTL shipments and save money. This is especially helpful in areas where full truckload capacity is tight.

What's the difference between TL, Partial TL, and LTL?

Truckload is freight that fills a trailer up to 44,000 pounds. Partial truckload is freight for large shipments that fall between LTL and full TL, typically over 10,000 pounds or 6 or more pallets. LTL shipments are typically for small shipments that do not fill an entire trailer and are usually only a few pallets. LTL shipments are typically less than 15,000 pounds.

Will I be able to track my shipment along the way?

Choptank offers full visibility into every shipment no matter what the mode of transport. When you request a quote or tender the shipment, just ask for full track and trace options. Daily updates are routine.

How does my shipment need to be packed? Palletized?

All items need to be palletized and shrink wrapped, or crated. If you are using drums, they must be banded or shrink wrapped together and then secured to a pallet. This will keep products from shifting in transit as well as make the best utilization of interior trailer space.

Is LTL faster or slower than TL shipping? It depends on many factors. Choptank does offer guaranteed delivery for an added fee as well as air freight for expediency.

Do you offer guaranteed delivery and how does that affect the cost? Yes, we do offer guaranteed delivery. The cost varies depending on pickup and delivery location, the amount of freight, and the required transit time.

What is a BOL, or bill of lading? A bill of lading is a required shipping document that is a detailed list of goods on the shipment in the form of a receipt given by the carrier or 3PL to the person consigning the goods.

Do I need to be present at pickup? No.

What is a PRO number? A PRO number is a series of numbers used by carriers as a reference for freight movement. The term "PRO number" is short for progressive number. This series of numbers is used as a tracking tool. PRO numbers are usually 7 to 10 digits long.

What is a DR? A Delivery Receipt, also commonly known as a proof of delivery (POD), is a method to establish the fact that the recipient received the contents sent by the sender.

What are my payment options? Most 3PLs will request you to submit a credit application or pre-payment will be required.