



# Key Questions to Ask When Evaluating Overnight Shipping Providers



## 1. What are the coverage areas and what is the next-day delivery footprint?

Regional carriers can often offer overnight delivery at ground rates to areas that would require the expensive air services of the global carriers.

## 2. Do they have extended pickup and delivery times?

Shipping and receiving schedules should accommodate the needs of the shipper without accruing extra fees.

## 3. Can they handle a variety of shipping needs?

Full-service regional carriers offer Priority, Ground, and Freight service so that customer needs for speed and cost can be met through a range of options.

## 4. Are they able to customize point of delivery procedures?

Regional carriers are able to individualize procedures at the point of delivery.

## 5. Which shipping technologies are available and what are the capabilities?

Carriers should be able to integrate with the specific shipping warehouse management systems your business uses.

## 6. Do they have online scanning and tracking functionality?

Many regional carriers offer the same technology as the global carriers, and the combination of this automation with fewer exchange points results in greater efficiency and speed.

## 7. What is the customer service model?

No matter what your business volume is, a positive shipping experience depends on the human beings that you deal with.

## 8. What are their accessorial fees?

Regional carriers offer a wide array of customized options as part of their standard service, and levy far fewer accessorial charges than the global carriers. [See fee comparison.](#)

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**About us** In business for over 20 years, GSO provides Priority Overnight, next-day ground parcel, and LTL delivery delivery throughout CA, AZ, NV, and NM.

**GSO Priority. GSO Ground. GSO Freight.**