



Tracking Visibility Assessment



1=Not confident 5=Fully confident

- 1. Real-Time Location Visibility** - How confident are you that your team can locate a critical shipment in real time without waiting for a carrier update? *1=Not confident, 2=Slightly confident, 3=Somewhat confident, 4=Confident, 5=Very confident*
- 2. Condition Monitoring** - If your cargo was exposed to temperature swings, moisture, impact, or unauthorized access, would you know before delivery?
- 3. Damage and Handling Risk** - If high-value or fragile cargo experienced a hard impact during transit, would your team have data to identify when and where it happened?
- 4. Shipment Integrity** - Would your team know if a shipment was opened, exposed to light, or potentially tampered with before it reached the receiver?
- 5. Cross-Border and Multimodal Visibility** - Does your visibility stay consistent when freight moves across borders, between carriers, or across road, air, ocean, and rail?
- 6. Manual Follow-Up** - How confident are you that your team can access shipment status without relying on calls, emails, or carrier portals?
- 7. Customer Communication** - Can your team give customers proactive updates before they ask for a shipment status?
- 8. Claims and Accountability** - If a shipment is delayed, damaged, or compromised, do you have shipment data to support claims, service reviews, or customer conversations?
- 9. Business Impact** - How much would one missed, damaged, or compromised shipment affect your customer relationship?

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