



Random Shipment Audit

Operational / Quality Processes

Audit Type

☐ General Shipment ☐ TCV Shipment ☐ Medical Shipment ☒ Critical Shipment ☐ NFO Shipment

Date: 04 OCT 2023

Job#: 911.100323 (910.100323)

CSR: jfreeman

Dispatcher: dcox

IC: 790 Alexander Coleman

Dispatch / Order Entry

Job correctly built vs customer alert	Notes: Stops are correctly entered. Service used is "Direct (1 hour from Pickup) for a job that was picked up from Pennsauken NJ, back to SLC, out next day to Collegeville then to Newark NJ for airline drop?	Yes ☐	No ☒
All appropriate documents attached	Notes: Documents sent for job, note attached.	Yes ☐	No ☒
Initial pricing correct	Notes:	Yes ☒	No ☐
Driver assignment qualifications	Notes:	Yes ☒	No ☐
Driver performance ▪ Timeliness ▪ App usage	Notes:	Yes ☒	No ☐
Appropriate notes captured?	Notes: No notes, multiple stops, held overnight, job number sent to customer does not exist. No notes of change or why.	Yes ☐	No ☒
Completed shipment ready for billing	Notes:	Yes ☒	No ☐