



Random Shipment Audit

Operational / Quality Processes

Audit Type

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

Date: 30 OCT 2023

Job#: 557.103023

CSR: wdam

Dispatcher: wdam

IC: 2026 Dontai Dawson

Dispatch / Order Entry

Job correctly built vs customer alert	Notes:	Yes	No
		☒	☐
All appropriate documents attached	Notes: N/A	Yes	No
		☐	☐
Initial pricing correct	Notes:	Yes	No
		☒	☐
Driver assignment qualifications	Notes:	Yes	No
		☒	☐
Driver performance ▪ Timeliness ▪ App usage	Notes: Time entry good. Used improper POP/POD.	Yes	No
		☐	☒
Appropriate notes captured?	Notes: N/A	Yes	No
		☒	☐
Completed shipment ready for billing	Notes:	Yes	No
		☒	☐