



Random Shipment Audit

Operational / Quality Processes

Audit Type

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

Date: 19 OCT 2023

Job#: 862.101823

CSR: jschneider

Dispatcher: ewomack

IC: 1929 Andre Williams

Dispatch / Order Entry

Job correctly built vs customer alert	Notes: N/A Call in, order details look good. Job entered the day before but when changed no time window was entered. Looks like the job was picked up 1 hour and 37 minutes late. Job type "RUSH-PA" has no time padding to create a window.	Yes ☒	No ☐
All appropriate documents attached	Notes: VPOD attached, no paperwork	Yes ☒	No ☐
Initial pricing correct	Notes:	Yes ☒	No ☐
Driver assignment qualifications	Notes:	Yes ☒	No ☐
Driver performance ▪ Timeliness ▪ App usage	Notes: Time stamp invalid. IC took out pickup in Wilmington on the way to the delivery but was picked up from the office in Essington. Both POP and POD are invalid.	Yes ☐	No ☒
Appropriate notes captured?	Notes: No notes	Yes ☐	No ☐
Completed shipment ready for billing	Notes:	Yes ☒	No ☐