

## 93 Audit Points We Monitor and Adjust



- Additional Handling
- Address Correction
- Outside Service Area
- Hazardous Materials
- Missing Account Number
- Invalid Account Number
- Refusal Fees
- Maximum Limits
- Bill Receiver Refusal Fee
- Freight Collect Refusal Fee
- Disbursement Fee
- Extended Area Surcharge
- International Dangerous Goods
- C.O.D Collections
- Insurance Fees
- Damage Claims
- Tracers (Shipment Investigations)
- Claim Payments
- Transit Scans
- Incorrect Weight
- Incorrect Shipper Billed
- Zip Code Transit Times
- Driver Error
- Blank or Inaccurate Shipment Data
- Hold For Pick Service
- Manual Processing Fee
- Customhouse Brokerage Fees
- Additional Delivery Fees
- Hand Carry Service

- Service Failures
- Wrong Delivery Locations
- Late Fees
- Incorrect Rates
- Misapplied Payments
- Discounts / Pricing
- CWT Shipping
- Drop Off / Pick Up Rates
- Additional Delivery Information Charges
- OS (Oversized)
- Duties
- Taxes
- Daily Pick Up Fees
- OCA Fees (On Call Air)
- Service Levels
- Transit Times
- Incorrect Invoice Amounts
- Duplicate Invoices
- Contract Compliance
- Labeling Charges
- Shipment Redirecting Charges
- Trailer Processing Charge
- Lease Charges
- Invoice Payment Times
- Carrier Payments Misapplied
- Shipment Tracking Charges
- Carrier Turnaround Performance
- Non-PLD Charges
- Prepaid Fees

- 3rd Party Account Use
- Supply Chain Charges
- ARS Charges
- Saturday Delivery / PU Charges
- Currency Conversion Fees
- Supply Charges
- Exception Shipments
- AE Performance
- Customer Service Performance
- Packaging Charges
- Equipment Charges
- Additional Mileage Charges
- Fuel Surcharge
- Airline Fees
- Holiday Delivery Charges
- Courier Wait Time Fee
- Customs Documentation
- Customs Release
- Type Of Charge (Shipper, Consignee etc.)
- Signature Service
- Bank Charges
- Proof Of Delivery Fee (P.O.D)
- ORM (Other Regulated Materials)
- LWH (Length Width Height)
- Dimensional Weight Charges