

Unbilled extras checklist

For freight forwarding and transport companies in Europe. Extras happen on almost every busy week. They only get paid when three things are true: the quote names them, someone logs them the same day, and there is proof.

1. The extras to name in every quote

Extra	What to agree in the quote	Proof to collect	In quote?
Waiting time at loading or unloading	Free time (e.g. 2 hours), then a rate per started hour	Driver arrival and departure times, photo or app timestamp	☐
Storage	Rate per pallet per day after the free days	Warehouse in and out dates, pallet count	☐
Extra stop	Rate per extra loading or delivery address	Signed CMR or delivery note for each stop	☐
Failed collection or delivery	Rate per failed attempt (closed, not ready, refused)	Driver note, photo, time on site	☐
Tail lift or extra handling	Rate per use or per job	Booking note, driver confirmation	☐
Re-delivery or change of address	Rate per new attempt or extra km	Customer's written request	☐
Weekend, night or fixed-time delivery	Surcharge for time slots outside normal hours	Booking confirmation with the slot	☐
ADR (dangerous goods)	Surcharge for ADR loads	Shipper's dangerous goods declaration	☐
Customs stops and documents	Rate per customs stop or document	Customs reference, waiting time at the border	☐
Cancellation after the truck is ordered	Fee if cancelled after the cut-off	Order time and cancellation time	☐
Pallet exchange	Charge for pallets not returned	Pallet note signed at delivery	☐

Fill in your own rates. Amounts in €. The examples of free time are common practice, not a rule; use what you agree with your customers.

2. The same-day routine

1. The driver or warehouse reports the extra the same day: what, when, how long, with a photo or timestamp.
2. One named person logs it against the job number before the end of the day.
3. If it is not in the quote, agree it with the customer in writing before invoicing.
4. Proof is saved in the job folder, named with the job number.

3. Five checks before every invoice

- ☐ Every logged extra for this job is on the invoice.
- ☐ Each extra matches the rate in the quote.
- ☐ Proof is attached or ready to send.
- ☐ The invoice goes out within 24 hours of proof of delivery.
- ☐ The invoice number, VAT details and the CMR reference are on it.

4. One number to watch each month

Extras logged versus extras billed. Anything logged but not billed is money you have already earned.

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