

Unbilled extras checklist

For trucking companies, freight brokers and forwarders in the US. 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?
Detention (shipper or receiver)	Free time (e.g. 2 hours), then a rate per hour	In and out times on the BOL, driver app or ELD timestamp	☐
Layover	Rate per day when the truck has to wait overnight	Appointment change in writing, driver log	☐
Truck ordered, not used (TONU)	Flat fee when a load is cancelled after dispatch	Dispatch time and cancellation time	☐
Lumper fees	Pass-through at cost plus admin fee, if agreed	Lumper receipt	☐
Liftgate	Rate per pickup or delivery	Booking note, driver confirmation	☐
Inside or residential delivery	Rate per stop	Delivery receipt with the service noted	☐
Limited-access location	Rate for schools, sites, storage units and similar	Address and site type on the BOL	☐
Extra stop	Rate per extra pickup or drop	Signed BOL or POD for each stop	☐
Driver assist or sort and segregate	Rate per hour or per job	Signed note from the receiver	☐
Redelivery or reconsignment	Rate per new attempt or address change	Customer's written request	☐
Storage	Rate per pallet per day after free days	Warehouse in and out dates	☐
Hazmat	Surcharge for hazmat loads	Shipper's hazmat paperwork	☐

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, BOL or PRO number and PO number 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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