Fleet

TLS / Carrier Dropship Delivery Concern Report

PROTECTED / INTERNAL USE - Submit to Fleet Customer Support (CSG)

Complete all applicable sections. Attach photos, videos, BOL/POD, or supporting documents when available. Keep entries factual and concise.

1. Dropship Information

Dropship Name:	
Drop Ship Code (DSC):	
Location Address:	
Location Contact / Phone (if known):	
Customer / Company (if known):	

2. Delivery Information

Date of Attempt:	
Carrier:	
Driver / Transporter:	
BOL Number:	
VIN(s) / Unit Count:	
Load / Trip Number (if known):	
Arrival / Departure Time:	

3. Delivery Outcome

- ☐ Delivered
- ☐ Partial delivery
- ☐ Unable to deliver
- ☐ Returned to yard
- ☐ Delivered with concern
- ☐ Delayed
- ☐ Refused
- ☐ Reattempt required

4. Concern Type - Check All That Apply

Site / Access

- ☐ Unsafe unloading area
- ☐ Restricted / blocked access
- ☐ Insufficient unloading space

Contact / Coordination

- ☐ No contact available
- ☐ Contact issue
- ☐ Conflicting instructions

Delivery Acceptance

- ☐ Unable / unwilling to accept delivery

Location Information

- ☐ Incorrect address / location
- ☐ Missing signage / unclear location

Safety / Risk

- ☐ Safety concern
- ☐ Damage risk
- ☐ Vehicle security concern

Other

- ☐ Weather / road conditions
- ☐ Other concern

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5. Description of Concern

Briefly describe what occurred, who was involved, and how delivery was impacted.

6. Immediate Action Taken by TLS / Carrier

- ☐ Contacted dispatch
- ☐ Waited on site
- ☐ Returned to yard
- ☐ Other
- ☐ Contacted location
- ☐ Attempted alternate unload area
- ☐ Units held pending guidance

Action notes:

7. Supporting Documentation

- ☐ Photos/ / Videos attached
- ☐ BOL attached
- ☐ Email / other docs
- ☐ Not available
- ☐ Law Enforcement Report
- ☐ Witness Report
- ☐ Customer Report
- ☐ Location Map

Evidence file names, links, witness name/contact, or notes:

8. Requested Fleet / CSG Assistance

- ☐ Contact customer/location
- ☐ Update contact information
- ☐ Provide guidance / escalation contact
- ☐ Review delivery refusal
- ☐ Other
- ☐ Review delivery conditions
- ☐ Update delivery instructions
- ☐ Review safety concern
- ☐ Evaluate future delivery feasibility

Comments / requested action:

9. Submitted By

Name / POC:	
Company:	
Phone:	
Email:	
Date Submitted:	

**Reminder: Attach available photos/videos, BOL, POD, emails, or other evidence. Keep responses factual and concise.*