

LTL Delay Diagnostic Checklist

Find the stage where a missed delivery window began, so you can fix the cause instead of blaming the driver.



Shipment under review

Shipment / PRO number

Lane (origin to receiver)

Receiver

Delivery date reviewed

Start here: pull your records

- ☐ Pull the order release time.
- ☐ Note the requested appointment.
- ☐ Note the confirmed appointment and reference number.
- ☐ Note driver arrival and check-in times.
- ☐ Note the completed delivery time from the POD.
- ☐ Gather the BOL, confirmation, tracking events and POD.

How to use: tick each check that passed. The first empty box is where the delay began.

Stage 1: Release and pickup cutoff

- ☐ Released before the lane cutoff (3 p.m. eligible).
- ☐ Pallet wrapped and labelled before pickup.
- ☐ Paperwork ready when the driver arrived.

Empty box points here: the release or the finished pallet came after the cutoff.

Stage 2: Pallet accuracy

- ☐ Weight and dimensions match the wrapped load.
- ☐ Pallet count matches what shipped.
- ☐ No overhang; stackable marked correctly.

Empty box points here: the freight no longer matched the plan set at booking.

Stage 3: Delivery requirements

- ☐ Dock or ground-level access noted.
- ☐ Tailgate, forklift or inside delivery flagged.
- ☐ Receiving hours and appointment number sent to dispatch.

Empty box points here: the truck or service sent did not match how the site receives freight.

Stage 4: Appointment confirmation

- ☐ Confirmed date, time and reference on file.
- ☐ Receiver accepted the slot, not just requested.
- ☐ Shipment matched the scheduled regional run.

Empty box points here: the appointment was requested but never confirmed.

Stage 5: Receiver dwell

- ☐ Driver arrived within the appointment window.
- ☐ Check-in, dock and unload times logged separately.
- ☐ No hold at the dock.

Empty box points here: the driver arrived on time but waited at the dock.

Stage 6: Handoffs

- ☐ Every carrier and terminal listed.
- ☐ Reached the destination terminal before the local route left.
- ☐ No unplanned sort, scan or reroute.

Empty box points here: an extra handoff added a cutoff the freight missed.

Stage 7: External disruption

- ☐ Roads and weather checked for the delivery day (511on.ca).
- ☐ No mechanical or capacity failure.
- ☐ Carrier warned early and updated the receiver.

Empty box points here: a road, weather or capacity event hit a shipment left with no recovery time.

Assign the stage

Earliest stage that failed

One change that would prevent it next time

If the same lane keeps missing windows, the pattern is worth a second set of eyes.

Book a 15-minute call with our Halton Hills team and we will show you where a scheduled program would cut the redelivery charges.

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