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Over shipping "Memo"

We have had some customers complaining because their jobs are being **over shipped**. Over investigating the incidents, it seems that our drivers feel that it will be fine if they take more loads to a job than they were dispatched for. It is not fine, and action will be taken. The customers are refusing to pay for these loads because they did NOT order them.

We know that not all trucks are doing this. But we do know of some that have made it an issue.

EFFECTIVE IMMEDIATELY

If you deliver a load that is not on the dispatch sheet and the customer disputes the load. Then on that next paycheck you will be charged for the material and back charged the freight that you were paid for taking it to the job.

Please sign this and return to the office. If this is not returned your paycheck will be held until this paper has been received. Thankyou.

Owner's Signature/Date