



TransCore Complaint Form

COMPLAINT AGAINST: (PLEASE CHECK ONE) Broker Carrier Shipper

COMPLETE THIS FORM ENTIRELY

If you would like TransCore to contact this company, please fully complete this form, attach copies of invoice, bill of lading, letters, correspondence and any other documentation that will help us resolve the dispute.

Please return to:
TransCore
Attention: Customer Support
P.O. Box 23519
Portland, OR 97281-3519 or fax to: 800-280-2475

PLEASE NOTE
TransCore is NOT a credit reporting or collection agency. Information in our files merely reflects what a customer has supplied to us and may not be sufficient for your decisions. We strongly encourage your own confirmation of critical information prior to completing a business transaction.

CONTACT US
TransCore Customer Support
P.O. Box 23519
Portland, OR 97281-5081
Phone: 800-547-5417
Fax: 800-280-2475
customer.support@transcore.com

www.transportationsoftware.com

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Please check box/or boxes that apply: Out of compliance (no authority)
 No Pay Complaint Did Not Deliver Load Hijacked load Double Brokering

COMPLAINT BY:
TransCore Account #: _____
MC #: _____
Address: _____
City, State, Zip: _____
Phone: _____
Fax: _____
By: _____ Title: _____

COMPLAINT AGAINST
Company Name: _____
MC #: _____
Address: _____
City, State, Zip: _____
Phone: _____
Fax: _____
Contact Name: _____

SITUATION
Load Hauled from: _____ To: _____
Picked up on: _____ Delivered on: _____
Bill of lading/Pro #: _____ Balance Due: _____

Briefly explain what the problem is (nonpayment, load not delivered, hijacked load, etc) and what you have done about it:

Please note your efforts to collect debt owed. Please include promises, letters, etc.

DATE	NOTES
_____	_____
_____	_____
_____	_____

Our Policy: No pay complaints must be made on fully unpaid invoices that are at least 60 days past due. If a customer has 2 or more valid, unresolved no pay complaints filed against them, we have the right to discontinue their service. When you fax in a no pay complaint it must have invoices and/or bill of lading included for each load. On hijacked loads, we urge you to contact the police and/or FBI and then fill out this report for our records. On compliance issues, we check the DOT website and call the company to see if they have insurance/surety and then check with the company handling the insurance.

Signature: _____ Title: _____ Date: _____

