

# Customer Service Failure Report

Charter Order Number: \_\_\_\_\_

Customer Name: \_\_\_\_\_

Date: \_\_\_\_\_

Driver: \_\_\_\_\_

No cash /check/permit for parking

Missing Attachments For Charter

Missing Itinerary for Charter

Missing Equipment (Coach not on property)

Missing Dispatch/Charter Order

Incorrect Address/Missing Address For Charter Pickup

Incorrect Equipment Assignment

Incorrect Bus for Charter Order

No Address/Directions to pickup location

No Step/Stool for Vehicle

Dirty Vehicle Inside/Outside

Inadequate pre-trip time (due to any of the prior boxes)

Inadequate travel time to spot

Inadequate pre-trip time due to coach re-assignment

Inadequate assignment and pre-trip time on multiple assignments

Coach will not start (dead battery, etc)

Coach luggage doors won't shut

Driver not trained on equipment assigned

Operations unable to help driver

Illegal driving time (Less than 8 hours off on multiple day charter)

Illegal Charter (driving time is past 10 hrs or total on duty time exceeds 15 hours)

Charter Booked for the wrong day

Other: \_\_\_\_\_