



## Report a Bad Player

### Complete This Entire Form

We will contact customers that provided you with unsatisfactory service. Fill out this form, attach supporting documentation (invoices, bill of lading, or letters/ correspondence) and we will do our best to help resolve the dispute.

### Our Policy:

- Use this form to report a non-payment of freight bill. You can also report the issue to [www.transcredit.com](http://www.transcredit.com). Unpaid debts can have a negative impact on overall credit ratings.
- If a customer has multiple unresolved complaints filed against them, we can discontinue their service.
- It is important to include invoices and/or bill of lading for each load.
- For missing loads, we urge you to contact the police and/or FBI and then fill out this report for our records.
- All customers must have the proper authority to advertise load or truck availability.

### Have a good experience to share?

[DAT Directory](#) now has Company Reviews so you may review your favorite partners. Just log in to go to "My Company" to write a review today!

### Please Note:

DAT 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 business. We strongly encourage you to confirm critical information prior to completing a business transaction.

### Contact Us

DAT Compliance Team  
 P.O. Box 23519  
 Portland, OR 97281-5081  
 Phone: 800-547-5417  
 Fax: 800-280-2475  
[customer.support@dat.com](mailto:customer.support@dat.com)  
[www.dat.com](http://www.dat.com)

Company Filing the Complaint			
DAT Account Number:			
Company Name:			
Contact Name:			
Phone:			
Email:			
MC Number			
Company Being Reported			
Complaint Type:			
(no authority, payment complaint, delivery complaint, missing load, double brokering)			
Business Type:			
(broker, carrier, shipper, other)			
Company Name:			
Contact Person:			
Address:			
City:			
State:			
Zip:			
Phone:			
Fax:			
Email:			
MC Number:			
Load Information			
Signed Load Confirmation:			
(yes or no)			
Invoice Amount:			
Invoice Number:			
Balance Due:			
Payment Terms:			
Pick Up Date:			
Delivery Date:			
Payment Due Date:			
Load Origin:			
Load Destination:			
Explain the problem and what action you have taken:			
Efforts to Resolve Issue			
Date:		Note:	
Date:		Note:	
Date:		Note:	
Date:		Note:	