Detention & Layover Pre-Pickup Checklist

What to confirm before the truck rolls. For brokers, dispatchers and carriers. Free from Freight Floor.

Example scenario (made up): a truck arrives on time, the receiver is backed up, and the driver waits about 4 hours. Whether detention gets paid often comes down to what was written down *before* pickup. This list is for that.

1. On the rate confirmation, before you accept

- [ ] **Free time:** how many hours, and when the clock starts (appointment time, arrival, or check-in?)
- [ ] **Detention rate:** how it's billed (per hour? increments? any cap?)
- [ ] **Layover rate** and when it applies (for example, only if the delay isn't the carrier's fault)
- [ ] **TONU:** the amount and the cancellation cutoff
- [ ] **Notice rule:** who to tell, how, and how soon once a wait passes free time
- [ ] **Proof needed to bill:** signed in and out times, photos, ELD or GPS record
- [ ] **Appointment type:** firm time, window, or first-come-first-served, plus the appointment number
- [ ] **Lumper:** who pays, how it's reimbursed, and the receipt needed

2. At the shipper or receiver

- [ ] Record the **arrival time** yourself (timestamped photo or ELD location)
- [ ] Note the **check-in time** separately if there's a line
- [ ] Message the broker or dispatch **as soon as free time has passed**, not at the end of the day
- [ ] Get **in and out times written and signed** on the bill of lading where possible
- [ ] If the appointment is moved: get **who changed it, why, and the new time** in writing
- [ ] Keep every message in the load file

3. After delivery

- [ ] Submit the detention or layover request **within the deadline** in your agreement
- [ ] Attach the proof: times, photos, messages, signed paperwork
- [ ] If it's denied, ask which term it fails, and compare it to the rate con and the broker-carrier agreement
- [ ] Note what to add to the rate con next time

Example is hypothetical. Personal views. Stories are generalized and anonymized; not the views of any employer. General information, not legal or financial advice. Your own agreements control. Made with AI-assisted tools.