

BEFORE YOU SEND THIS

Two minutes of reading that decides whether this gets paid or ignored.

WHAT THIS LETTER IS FOR

You found a difference between what the rate confirmation said and what the settlement paid. This is the letter that puts it in writing. Writing matters: a phone call leaves no record, and the person who can fix it usually is not the person who answers the phone.

THE FOUR THINGS THAT MAKE IT WORK

1. **One settlement per letter.** If three settlements are short, send three letters. A list of grievances gets triaged; a single specific number gets handled.
2. **Name the document you are comparing against.** "Rate confirmation #4471 says \$2,450, settlement 09-12 paid \$2,225." That sentence is the whole letter. Everything else is packaging.
3. **Attach the proof.** Rate confirmation, signed BOL, in and out times, fuel receipts — whatever backs the number. Reference them by name in the table so nobody has to guess which page you mean.
4. **Ask for one thing, by a date.** Not "please look into this." A specific correction, on a specific settlement, by a specific day.

Keep it flat. No accusation, no history, no "this keeps happening." You are reporting a discrepancy between two documents, which is a thing that can simply be true. The friendliest version of this letter is also the hardest one to argue with.

WHERE TO SEND IT

Settlements and driver pay, not dispatch. Dispatch moves freight; they do not cut checks. If you only have a general address, put **ATTN: Settlements** on the subject line. Send it by email so you have a timestamp, and keep the sent copy.

IF YOU GET NOTHING BACK

Follow up once at seven days, replying to your own email so the original is attached underneath. If the second one goes quiet, that is worth knowing too — it tells you something about the carrier that has nothing to do with this load.

DATE _____

FROM — YOUR BUSINESS

TO — CARRIER / BROKER, ATTN: SETTLEMENTS

MC / DOT

EMAIL

RE: SETTLEMENT CORRECTION REQUEST

SETTLEMENT NUMBER

SETTLEMENT DATE

LOAD / PRO NUMBER

To whom it may concern,

I am writing about the settlement listed above. Comparing it against the rate confirmation and the signed paperwork for this load, I show a difference in the following line items.

LINE ITEM	AGREED	PAID	DIFFERENCE	BACKED BY
Total difference				

Supporting documents are attached. If I have misread anything here, I would appreciate you pointing me to the line so I can correct my own records.

Otherwise, please issue the correction on the next settlement, or advise by _____ if a different process is needed.

Thank you for your time,

SIGNATURE

PRINTED NAME

PHONE