Delivery Change Verification Record

Shipment and request

Carrier / load number / driver

Original authorized destination

Requested new location / recipient

Request received date / time / channel

Requester name / claimed company

Verify through a separate trusted channel

Use your established customer or broker contact, or independently verified company information. Confirm the person’s authority, the complete new destination, and the reason for the change. A familiar-looking email address or caller ID alone is not verification.

Verification record

Trusted contact source used

Number called / person reached

Callback date / time

Authority / instructions confirmed

Discrepancies, confirmation evidence, or unresolved concerns

Dispatch decision

Approved / hold / rejected / reason

Authorized by / date / time

Driver notified / acknowledgment

Retain the original request, verified written instructions, and supporting records. Do not publish completed forms or load details. If information conflicts, escalate through the company security process before release.

FMCSA fraud prevention