

# Parcel Audit Checklist: Ensure You're Not Overpaying



Use this checklist to identify hidden fees, missed refunds, and billing discrepancies in your UPS, FedEx, and DHL invoices.

## Invoice Basics

Make sure you have all relevant documents before beginning your audit.

- Downloaded weekly/monthly invoices from all carriers (UPS, FedEx, DHL, etc.)
- Detailed tracking data for each shipment
- Your current carrier contracts and rate agreements
- Fuel surcharge tables and DIM weight formulas (from carriers)

## Late Delivery & Service Failure Review

Check for shipments that may qualify for refunds based on missed guarantees.

- Audit delivery times against service guarantees (Ground, Express, Overnight)
- Flag any shipments delivered late without weather exceptions
- Submit refund claims before carrier deadline (typically 15 days)

## Duplicate & Billing Error Detection

These are some of the most common and costly invoice issues.

- Identify duplicate tracking numbers across multiple invoices
- Verify billed services match services requested
- Review accessorial charges (e.g., address corrections, residential surcharges)
- Audit fuel surcharges for accuracy and proper application
- Compare DIM weight vs. actual weight charges

## Contract & Rate Compliance

Ensure your invoices match your negotiated terms.

- Compare billed rates with contracted rates for each service level
- Audit discounts, minimums, and surcharge waivers
- Confirm correct zones, weight breaks, and service levels are applied
- Check for contract violations (e.g., rate increases without notice)

## Data & Trend Analysis



Beyond invoice errors, this reveals deeper savings opportunities.

- Track refund trends by carrier, service, and surcharge
- Identify which surcharges appear most frequently
- Benchmark your current rates and contract terms against industry norms to support a data-driven strategy with your parcel consultant.
- Leverage these insights in partnership with your parcel consultant to prepare for a stronger contract negotiation and long-term savings strategy

## Long-Term Parcel Cost Management



Audit results should feed into your cost reduction strategy.

- Create a savings impact summary report
- Document recurring billing issues by carrier
- Build a dispute/claims log
- Review annually for process improvements
- Re-negotiate contracts based on audit insights

## Need Help?

If this checklist feels overwhelming, ICC's experts can handle it for you — no tech integration needed.



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