

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.



[Request a Free Logistics Assessment](#)