Billing reconciliation

Sample Brand Co. (sample report with made-up numbers) · Example 3PL · prepared August 20, 2026

We reconciled invoices INV-A-2026-06, INV-A-2026-07 against our agreement and found 10 billing discrepancies totaling $2,479.05. Each item below lists what we found and the contract terms we compared it with; the attached evidence file lists every invoice line involved. If an item is covered by an amendment or approval we don't have, please send it and we'll update our records.

#	Item	Invoices	Credit requested
1	Monthly minimum billed although activity exceeded it	INV-A-2026-07	$1,500.00
2	Additional-item pick fees on single-unit orders	INV-A-2026-06, INV-A-2026-07	$137.00
3	Additional-item pick billed above the contracted rate	INV-A-2026-06, INV-A-2026-07	$116.85
4	Receiving billed as unit receiving instead of carton receiving	INV-A-2026-07	$267.20
5	Duplicate first-item pick charges	INV-A-2026-07	$50.00
6	Pallet storage billed above occupied locations	INV-A-2026-07	$30.00
7	Invoice INV-A-2026-07 total exceeds the sum of its lines	INV-A-2026-07	$250.00
8	Line amounts above quantity × rate (pallet storage)	INV-A-2026-07	$100.00
9	Duplicate pack charges	INV-A-2026-07	$15.00
10	Fulfillment fees billed for cancelled orders	INV-A-2026-07	$13.00
	Total		**$2,479.05**

1. Monthly minimum billed although activity exceeded it

2026-07: activity $2,220.05, minimum $1,500.00, billed $1,500.00, contract shortfall $0.00

Likely cause: The minimum charge was applied even though billed activity was above the minimum.

Contract terms: monthly minimum: $1,500.00 per month (Fulfillment Services Agreement.pdf p.8)

Credit requested: $1,500.00 · 1 invoice line(s) on INV-A-2026-07

2. Additional-item pick fees on single-unit orders

Additional-item pick fees billed on 274 order(s) that shipped a single unit: #1002, #1004, #1005, #1007, #1009 and 269 more

Likely cause: Additional-item fee applied to orders containing only one item.

Contract terms: additional-item pick: $0.50 per unit (Fulfillment Services Agreement.pdf p.7)

Credit requested: $137.00 · 274 invoice line(s) on INV-A-2026-06, INV-A-2026-07

3. Additional-item pick billed above the contracted rate

Additional-item pick billed at $0.65/unit vs contracted $0.50/unit on 566 line(s) across every invoice from 2026-06 to 2026-07

Likely cause: The billing system's rate differs from the contract (for example, a rate change without a signed amendment).

Contract terms: additional-item pick: $0.50 per unit (Fulfillment Services Agreement.pdf p.7)

Credit requested: $116.85 · 566 invoice line(s) on INV-A-2026-06, INV-A-2026-07

4. Receiving billed as unit receiving instead of carton receiving

R-7004: billed 1156 unit(s) ($231.20); received 52 carton(s) x $2.00 = $104.00; R-7005: billed 804 unit(s) ($160.80); received 37 carton(s) x $2.00 = $74.00; R-7006: billed 496 unit(s) ($99.20); received 23 carton(s) x $2.00 = $46.00

Likely cause: Receiving billed per unit while the contract prices it per carton.

Contract terms: carton receiving: $2.00 per carton (Fulfillment Services Agreement.pdf p.8)

Credit requested: $267.20 · 3 invoice line(s) on INV-A-2026-07

5. Duplicate first-item pick charges

20 first-item pick charge(s) billed more than once for the same order, service dates 2026-07-10 to 2026-07-11

Likely cause: The same activity record appears more than once in billing, which typically happens when activity is re-processed during high-volume periods.

Contract terms: first-item pick: $2.50 per order (Fulfillment Services Agreement.pdf p.7)

Credit requested: $50.00 · 40 invoice line(s) on INV-A-2026-07

6. Pallet storage billed above occupied locations

Pallet storage in 2026-07 (2026-07: 15 billed vs 14 occupied by on-hand units on 2026-07-31)

Likely cause: Billed pallet locations include locations held by SKUs with zero units on hand (ghost inventory): AL-HOOD-L.

Contract terms: pallet storage: $30.00 per pallet/month (Fulfillment Services Agreement.pdf p.8)

Credit requested: $30.00 · 1 invoice line(s) on INV-A-2026-07

7. Invoice INV-A-2026-07 total exceeds the sum of its lines

Invoice INV-A-2026-07 states a total of $6,685.78; its 1198 lines sum to $6,435.78

Likely cause: Invoice subtotal/total calculation error.

Credit requested: $250.00 · 1198 invoice line(s) on INV-A-2026-07

8. Line amounts above quantity × rate (pallet storage)

1 pallet storage line(s) where the extended amount is higher than quantity × unit rate

Likely cause: Extension (quantity × rate) error on the invoice.

Credit requested: $100.00 · 1 invoice line(s) on INV-A-2026-07

9. Duplicate pack charges

20 pack charge(s) billed more than once for the same order, service dates 2026-07-10 to 2026-07-11

Likely cause: The same activity record appears more than once in billing, which typically happens when activity is re-processed during high-volume periods.

Contract terms: pack: $0.75 per order (Fulfillment Services Agreement.pdf p.7)

Credit requested: $15.00 · 40 invoice line(s) on INV-A-2026-07

10. Fulfillment fees billed for cancelled orders

Fulfillment fees billed for 4 order(s) that Shopify shows as cancelled and never fulfilled: #1365, #1375, #1384, #1392

Likely cause: Orders cancelled before shipping were still billed for pick/pack work.

Credit requested: $13.00 · 8 invoice line(s) on INV-A-2026-07