Match the invoice to the load.

A freight invoice should be traceable to the rate confirmation, the bill of lading and the proof of delivery. Check these before paying or disputing.

REFERENCES

- ☐ Invoice number and date
- ☐ Load / PRO number
- ☐ Rate confirmation on file
- ☐ BOL matches pickup
- ☐ POD signed and dated
- ☐ Carrier name matches
- ☐ Shipper/bill-to entity correct

CHARGES

- ☐ Linehaul matches confirmation
- ☐ Fuel matches quoted basis
- ☐ Accessorials pre-approved
- ☐ Detention/free time documented
- ☐ Liftgate / inside / appointment
- ☐ Reweigh or reclass documented
- ☐ No duplicate charge

WEIGHT & CLASS

- ☐ Billed weight vs BOL
- ☐ Dim weight, if applicable
- ☐ Freight class on BOL
- ☐ Class change supported
- ☐ Density calculation
- ☐ Packaging/pallet count
- ☐ Exception noted before delivery

RESOLUTION

- ☐ Request backup for variance
- ☐ Dispute within agreed window
- ☐ Credit memo reference
- ☐ Corrected invoice
- ☐ Payment terms applied
- ☐ Root cause recorded
- ☐ Customer copy sent

Rule: do not pay a variance just because it is small. Ask for the backup, compare it to the confirmation and POD, and record the outcome.