



## Carrier Bill Reconcile

Using a 3rd party refund service is better than doing nothing, however, they are an additional cost and don't have access to your PostalMate data. 3rd party refund services are NOT able to catch dimensional and weight based errors, some of these can be significant as shown.

Using PMTools Shipping Bill Reconcile is fast, easy and you keep the recovered/saved money.

Results displayed are typical however will vary by location

**Love the billing reconciliation!**  
**Can't say enough about it and how using**  
**it puts money back in my pocket!**  
**Carrie Austin - Postal Center Plus, Inc.**  
**El Cajon, CA**

**Carrier Bill Reconcile** gathers everything you need check your carrier bill on one screen. Grab a detailed carrier bill and dive right in. Its super easy and fast. Most stores find service failures on a regular basis, now you can too.

### Open Carrier Bill Reconcile

#### Carrier Bill Reconcile

Invoice to Reconcile			
Invoice Number	<input type="text"/>	<input type="button" value="Find/Create"/>	Date Created <input type="text"/>
Total	<input type="text" value="0.00"/>	Other Chrgs <input type="text" value="0.00"/>	<input type="button" value="Delete"/>
Carrier	<input type="text" value="Select..."/>		Invoice Date <input type="text" value="5/ 6/2017"/>
			Due Date <input type="text" value="5/ 6/2017"/>

### Enter Invoice Info / Fill in the blanks

1. Invoice number (be consistent, dash or no dash) click [Find/Create]
2. Total due from the bill
3. Enter Other Charges, if any. (Weekly Pickup Charge, etc)
4. Invoice date and due dates.
5. Select carrier to display your shipping records from PostalMate.

Tracking	Date/Time	Pkg ID	Zone
786419503772	5/1/2017 1:27 PM	155861	5
786421342590	5/1/2017 3:01 PM	155869	Natl
786434055386	5/2/2017 1:04 PM	155911	Natl
786434894238	5/2/2017 1:44 PM	155916	8
786435201940	5/2/2017 1:59 PM	155917	2
786436545197	5/2/2017 3:19 PM	155920	8

### Filters

1. Select beginning and ending date range, extend if needed.

Filters	
From: <input type="text" value="4/29/2017"/>	To: <input type="text" value="5/ 6/2017"/>
<input type="checkbox"/> Include Voiced Items	
<input type="checkbox"/> Limit to items recorded on this invoice	
Search by Tracking Number <input type="text"/>	<input checked="" type="radio"/> Ends with <input type="radio"/> Starts with

**Reconciling**

Enter the tracking numbers  
last 4 digits in field to locate  
the shipment, increase dates  
and show voids if needed.

Search by Tracking Number  ☒ Ends with ☐ Starts with

Tracking	Date/Time	Pkg ID	Zone
786419503772	5/1/2017 1:27 PM	155861	5

**Focus on Delivery Date/Time and Cost**

1. If delivered on time and the charge matches Cost in PM,
2. DOUBLE CLICK the Cost in PM to copy the cost to Billed Now, Enter or click Record
3. Make a progress/placeholder mark on the bill and repeat for next shipment.
4. Shipments change color when attached to an invoice
5. Keep an eye on the retail vs wholesales amounts for an early warning of decreasing profits and areas needing adjusting.

**Late Shipments**

**Ship Date:** Jan 31, 2017 **Cust. Ref.:** **P.O.#:**  
**Payor:** Shipper **Dept. #:**

We calculated your charges based on a dimensional weight of 85.0 lbs, 41" x 41" x 7", using a dimensional factor of 139.

Tracking ID	785469591022		Transportation Charge	66.15
Service Type	Direct Sign, Ppd		OS Extra Service Fee	72.50
Zone	08		Residential	3.45
Packages	1		DAS Extended Resi	4.20
Actual Weight	20.0 lbs		Fuel Surcharge	5.46
Rated Weight	85 lbs		Direct Signature	4.50
Delivered	Feb 08, 2017		Performance Pricing	-9.92
			<b>Total Charge USD</b>	<b>\$146.34</b>

**Delivered 1 Day Late, \$146.34 Credit**

Tracking	Date/Time	Pkg ID	Zone
785469591022	1/31/2017 1:16 PM	149801	8
785477544621	2/1/2017 11:40 AM	149842	5
785481537184	2/1/2017 3:40 PM	149969	8
785481734515	2/1/2017 4:00 PM	149973	5
785486969594	2/2/2017 9:10 AM	150013	2
785486988902	2/2/2017 9:11 AM	150014	2

Whs	65.14	Ret	138.13
Ship	15.48		44.15
Pack			-0.00
Disc			24.00
Alt Ins	3.60		88.20
Surchr	81.20		
<b>Total</b>	<b>165.42</b>		<b>294.48</b>

On Different Invoice  
On This Invoice

Service  Weight  **Exp Arrival**

Dim  X  X  Contents

Reconcile Information

Invoice	Inv Date	Amount

Trk Total	PM Retail	Cost in PM
<input type="text" value="0.00"/>	<input type="text" value="226.33"/>	<input type="text" value="146.34"/>

1. If shipment shows delivered after Exp Arrival, double click it in the grid to track at carrier site. Look for Signature Required, weather, customs, local restrictions etc for service failure reason. Also verify the shipment actually left your location as expected according to the tracking. ProPack shipments not getting packed soon enough to make the daily cutoff and failing to close out the carrier can also affect these dates.
2. Make a Tracking Nmbr note to assist when contacting the carrier.

For Express shipments, most service failure requests are available online, FedEx ground almost always requires a phone call to revenue services. Service failure requests must be completed timely to be eligible for credit.

If a ground package scheduled for delivery on Saturday with FedEx Home Delivery and arrives on Monday, this usually indicates FedEx doesn't have a Home Delivery driver for that area and sent the package with the regular ground driver and potentially late!.

Remember "Service Commits are provided from FedEx Web Services via PostalMate"

### Cost in PM Different Than Billed

1. If the amount on the bill doesn't match the Cost in PM, round up the usual suspects.
2. Commercial charged as Residential, fix for future with Commercial/Residential
3. Staff didn't enter Dims, prevent that in PostalMate Tools > PostalMate Settings > Shipping Settings > Other > Dimensions > Require Dims for Service with Dim Rating.
4. Pricing Tier incorrect in PostalMate.
5. Carrier billing error in automated measurement or weight.

### Invoice Tally

We calculated your charges based on a dimensional weight of 177.0 lbs, 59" x 32" x 13", using a dimensional factor of 139.

Tracking ID	785548738580	Sender	Recipient	Transportation Charge	92.46
Service Type	Ppd, Domestic			Performance Pricing	-21.27
Zone	02			Fuel Surcharge	6.46
Packages	1			OS Extra Service Fee	72.50
Actual Weight	32.1 lbs			<b>Total Charge USD</b>	<b>\$150.15</b>
Rated Weight	177 lbs				
Delivered	Feb 09, 2017				

**\$127.33 Overcharge**

785548738580	2/8/2017 11:40 AM	150456	2	On Different Invoice
785549961135	2/8/2017 12:43 PM	150464	2	On This Invoice

Service: FedEx Ground Weight: 32.08 Exp Arrival: 2/9/2017 11:59:59 PM

Dim: 17 X 13 X 12 Contents: Water Samples

Reconcile Information

Invoice	Inv Date	Amount
5-711-38268	5/6/2017	150.15

Trk Total	PM Retail	Cost in PM	Billed Now
150.15	38.87	22.82	150.15

1. Once the Invoice Tally is zero, the bill is reconciled.
2. Make any Invoice notes needed and print the report.

**Shipments on Bill, not in PostalMate**

1. Enable View Voided Shipments.
2. Date Range Filter may be too small.
3. Undeliverable shipments returning to sender with new chargeable tracking
4. Manual Waybills
5. Compromised Account
6. Double Billed Shipments
7. Some international shipments may show up on two bills, one for shipping, the other for duties/taxes. Shipment on multiple invoices will be displayed on Reconcile Information

**Carrier Reconcile may be left open while you use other PMTools functions.**

**Bill Reconcile Report**

Provides another opportunity to review profitability, verify the bill was reconciled correctly and quickly see the big picture for shipping profitability for this bill. Tracking Number and Invoice notes are included.

**Actual Results**

Carrier Bill Reconcile helped reduce this \$704.31 bill to \$428.69, a difference of \$273.67.  
Call us if you have questions, 800-778-4078



Invoice Number: 5-711-38268

Invoice Date: 2/17/2017

Invoice Due: 2/4/2017

Invoice Total: \$704.31

Account Number:

## FedEx Bill Reconcile Report

Report date: 05/07/17 08:45

Check Number:

Check Date:

Check Amount:

Invoice  
Notes:

Two Shipments need called on ASAP see notes

Pkg ID	Tracking Carrier / Service	PM Cost	Retail	Gross Profit \$	GM %	Svc Chrgs	Ins	Total Cost	Billed	Diff	PM Void
149868	785450630390 FedEx Ground	9.07	18.43	9.36	50.79%	0.00	0.00	9.07	9.07	0.00	
149803	785489100325 FedEx Ground Home Delivery	27.00	54.09	27.09	50.08%	8.70	0.00	35.70	35.70	0.00	
149801	785489591022 FedEx Ground Home Delivery	65.14	138.13	72.99	52.84%	81.20	0.00	146.34	146.34	0.00	
Notes: 1 Day Late Delivered Feb 8. 785489100325 Arrived on time. Page 6 Bottom of page.											
149969	785481537184 FedEx Ground Home Delivery	35.51	71.36	35.85	50.24%	0.00	0.00	35.51	35.50	0.01	
150013	78548989594 FedEx Ground Home Delivery	17.06	33.41	16.35	48.94%	8.70	0.00	25.76	25.76	0.00	
150014	785489898902 FedEx Ground Home Delivery	14.06	27.21	13.15	48.33%	8.70	0.00	22.76	22.77	-0.01	
150025	785488551982 FedEx Ground	14.60	31.97	17.37	54.33%	0.00	0.00	14.60	14.60	0.00	
150065	785494012316 FedEx Ground	7.54	12.89	5.15	40.58%	0.00	0.00	7.54	7.54	0.00	
150129	785501556005 FedEx Ground Home Delivery	14.51	27.71	13.20	47.64%	0.00	0.00	14.51	14.51	0.00	
150145	785502705760 FedEx Ground	11.81	23.99	12.18	50.77%	0.00	0.00	11.81	11.81	0.00	
150155	785503781596 FedEx Ground	10.14	20.55	10.41	50.66%	4.50	0.00	14.64	14.64	0.00	
150156	785503807946 FedEx Ground	11.28	22.98	11.70	50.91%	4.50	0.00	15.78	15.78	0.00	
150157	785503840165 FedEx Ground	10.20	20.75	10.55	50.84%	4.50	0.00	14.70	14.70	0.00	
150190	785504750089 FedEx Ground	11.51	24.24	12.73	52.52%	0.00	0.00	11.51	11.51	0.00	
150336	785532051720 FedEx Ground	8.36	16.99	8.63	50.79%	0.00	0.00	8.36	8.36	0.00	
150341	785534513769 FedEx Ground Home Delivery	14.48	27.64	13.16	47.61%	0.00	0.00	14.48	14.49	-0.01	
150363	785536649434 FedEx Ground	7.58	13.64	6.06	44.43%	4.50	0.00	12.08	12.08	0.00	
150451	785548034303 FedEx Ground	8.21	16.66	8.45	50.72%	4.50	0.00	12.71	12.71	0.00	
150452	785548234423 FedEx Ground Home Delivery	35.54	71.89	36.35	50.56%	3.35	0.00	38.89	38.90	-0.01	
150456	785548738580 FedEx Ground	11.82	25.87	14.05	54.31%	11.00	0.00	22.82	150.15	-127.33	
Notes: Dim 17x13x12. FedEx billed @ 59x32x13 Dim Wgt 177. Bottom of pg 5											
150464	785549961135 FedEx Ground Home Delivery	19.25	37.58	18.33	48.78%	4.50	0.00	23.75	23.75	0.00	
150465	785549981527 FedEx Ground Home Delivery	15.69	30.18	14.49	48.01%	4.50	0.00	20.19	20.19	0.00	
150497	785558775575 FedEx Ground	12.11	26.48	14.37	54.27%	0.00	0.00	12.11	12.11	0.00	

## Additional Assistance

### **Getting Support on the web**

At [www.vsoftwaretools.com](http://www.vsoftwaretools.com) you may review FAQ's, Known Issues and submit a Help Ticket.

## Contacting Customer Support

E-Mail: [support@vsoftwaretools.com](mailto:support@vsoftwaretools.com)

Phone: 800-778-4078, ext 1 Fax: 503-828-9073