Audity

SAMPLE REPORT

Warehouse Invoice Audit

Bellbird Homewares · 3PL: StoreSafe · FY26 (July 2025 – June 2026)

ILLUSTRATIVE — READ THIS FIRST

Bellbird Homewares, FreightCo and StoreSafe do not exist. The invoices, rate cards, work instructions and every figure in this document are synthetic — constructed by Audity to demonstrate the method. Nothing here relates to any real client, and no real client data has ever been published by Audity.

The dataset was deliberately built to contain each class of billing error the audit looks for, so it holds more errors — and more cleanly evidenced errors — than a typical year of invoices. Read the recovery totals as a demonstration of method, not as a forecast of your result.

What is real is everything else: the structure of the report, the standard of evidence behind each claim line, the separation of claims from queries from optimisation opportunities, and the accompanying claim schedule with its live formulas and full transaction ledger. This is exactly what a client receives.

ON THE NUMBERS IN THIS PACK

This sample recovers $22,650.00 against $78,227.30 of billed 3PL charges — 29% of annual spend. That is high, and it is high on purpose.

Two of the three findings are single systemic faults rather than scattered small errors: a pick-billing basis applied wrongly for six straight months, and one month invoiced twice. Both are realistic — activity-based 3PL billing has no purchase order to match against, which is exactly why these run undetected — but a dataset containing two of them in one year is a teaching example, not an average.

Audity does not publish a typical recovery rate for warehouse audits. Recovery depends entirely on the contract, the billing system and how long the account has gone unchecked, and there is not yet a large enough body of completed engagements to quote an honest figure. When there is, it will be published with the client names attached.

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The bottom line

RECOVERABLE IN CASH FROM STORESAFE

$22,650.00

On $78,227 of 3PL charges billed across FY26 — 29% of the year's spend. Ex GST.

Three things went wrong. One of them ran for six months before StoreSafe quietly fixed it — without issuing a credit.

Picking billed per carton instead of per order — 6 months	**$14,582.40**
November invoiced twice — the 'reissued' invoice was a duplicate	**$7,217.40**
Shrink wrap charged although it was never requested — 4 months	**$850.20**
Total to claim back	**$22,650.00**

All three are rated High confidence. In each case the invoice contradicts an explicit rate card entry, a work instruction, or StoreSafe's own later billing. Everything else — storage, receipt and despatch — was checked and found correct in all twelve months.

One open question worth up to $3,700

The contract gives the first 7 days of storage free on every inbound pallet. The invoices show only monthly totals, so it cannot be told from them whether that free week was ever deducted. If it never was, that is a further $3,700.20. One report from StoreSafe settles it. It stays out of the claim until then — see "Open questions" below.

> WHY THIS NUMBER IS UNUSUALLY LARGE
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> 29% of annual spend is high, and this is a constructed teaching example rather than a typical year. Two of the three findings are single systemic faults — one wrong billing basis running six months, one month invoiced twice — rather than scattered small errors.
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> Both are entirely realistic. Activity-based 3PL billing has no purchase order to match against, which is exactly why faults like these run for months undetected. But do not read 29% as a forecast of your own result.

The detail

1. Picking billed per carton instead of per order — $14,582.40

What was agreed: the rate card lists carton picking at $3.10 per order, noted as flat per order regardless of lines. The work instructions say the same.

What happened: from July to December 2025, StoreSafe charged $3.10 for every carton picked. Across those six months, 7,644 picks were billed against only 2,940 orders actually despatched. From January 2026 the billed pick quantity matches the order count every month — StoreSafe corrected the basis itself, but issued no credit for the six months before.

Invoice	Month	Picks billed	Orders despatched	Invoiced	Should have been	Overcharge
SS-202507	Jul 25	1,264	486	$3,918.40	$1,506.60	$2,411.80
SS-202508	Aug 25	1,128	434	$3,496.80	$1,345.40	$2,151.40
SS-202509	Sep 25	1,362	524	$4,222.20	$1,624.40	$2,597.80
SS-202510	Oct 25	1,412	543	$4,377.20	$1,683.30	$2,693.90
SS-202511	Nov 25	1,188	457	$3,682.80	$1,416.70	$2,266.10
SS-202512	Dec 25	1,290	496	$3,999.00	$1,537.60	$2,461.40
Total		**7,644**	**2,940**	**$23,696.40**	**$9,114.00**	**$14,582.40**

2. November billed twice — $7,217.40

Invoice SS-202511A, marked reissued, repeats all four lines of SS-202511 at identical amounts: storage 410 pallet-weeks at $1,722.00, carton pick × 1,188 at $3,682.80, receipt 82 pallets at $533.00, despatch 457 orders at $1,279.60. No credit note was raised against either, so November was paid for twice. The whole reissued invoice is claimable.

The pick overcharge on the original November invoice is claimed once, under finding 1. There is no double-counting between the two.

3. Shrink wrap never requested — $850.20

The rate card allows shrink wrap at $3.90 per pallet only when requested, and the work instructions confirm none was requested in FY26 — standard orders ship in cartons. It was charged anyway in four months: September 2025 ($234.00, 60 pallets), December 2025 ($191.10, 49 pallets), March 2026 ($230.10, 59 pallets) and May 2026 ($195.00, 50 pallets).

What was checked

Every line on all twelve monthly invoices was recomputed from the rate card: storage $4.20 per pallet-week, carton pick $3.10 per order, receipt $6.50 per pallet, despatch $2.80 per order, shrink wrap $3.90 per pallet. Billing basis was tested against the work instructions. The set was screened for duplicate invoices and lines, arithmetic errors and cross-period repeats. A materiality floor of $5 per line applied, with recurring errors of one root cause grouped into a single claim.

The recomputation is automated. The judgement is not: deciding that a pick-billing basis had been applied wrongly rather than simply looking odd, and that the storage free period could not be proven from the invoices and therefore belonged in queries rather than the claim, was a call made by hand on each finding.

Documents relied on

- Invoices SS-202507 to SS-202606, plus the reissued SS-202511A — 57 line items.
- The StoreSafe rate card in force throughout the period.
- The agreed work instructions, including the storage free-period variation agreed by email on 12 May 2025.

What this audit could not test

- Invoices are monthly summary lines, so order-level and pallet-level detail could not be independently re-verified.
- Despatch order counts — billed per order and arithmetically consistent every month — were used as the order count for the pick recalculation. The January to June 2026 invoices corroborate this: picks billed exactly equal orders despatched.
- The storage free-period check cannot be completed from invoice data alone.
- GST was not itemised; all amounts are ex GST as invoiced.

Open questions — not in the claim

Storage free period, worth up to $3,700.20. The work instructions grant the first 7 days of storage free on every inbound pallet. The invoices state only aggregate pallet-weeks, so it cannot be verified from them whether the free week was deducted before billing. 881 pallets were received in FY26; if the free period was never applied, the exposure is 881 pallet-weeks × $4.20 = $3,700.20.

To settle it: ask StoreSafe for the pallet-level FY26 storage calculation, or a stock aging report. If the free week is missing, this becomes a High-confidence claim. Until then it stays out of the total.

Money you could stop spending

Separate from the claim, and indicative only — the invoice data is summary-level, so no dollar figure is put on these.

- Storage volatility: billed storage swings between 195 and 415 pallet-weeks a month, from the June low to the January high. Smoothing inbound scheduling and inventory holdings toward the average would cut peak-month cost and may support renegotiating a banded storage rate.
- Free-period capture: once the storage question is settled, inbound receipting and putaway timing should be reviewed so the 7-day free period is captured every time. At 881 inbound pallets a year it is worth up to roughly $3,700 annually.
- A parallel audit of the carrier invoices usually finds further recoveries and mode-optimisation savings. The same method applies.

What to do next

1. Send StoreSafe the claim schedule and ask for credit notes totalling $22,650.00 ex GST, plus the GST adjustment notes.
2. Get written confirmation that pick billing is permanently corrected to per-order. The January 2026 change suggests StoreSafe already knows.
3. Ask for the pallet-level FY26 storage calculation, to settle the free-period question — worth up to a further $3,700.20.
4. Add a two-minute monthly check: picks billed must equal orders despatched, no shrink wrap unless requested in writing, one invoice per month.
5. Present all of it as billing errors to be corrected. No inference of bad faith, and the trading relationship carries on.

WHAT THIS LOOKS LIKE ON YOUR INVOICES

Start with one month. Not twelve.

Send a single month of carrier invoices and I will tell you on the spot whether there is anything worth chasing. If there is, I audit the full twelve months line by line against your contracted rates, free, and you get this report and this claim schedule — on your data.

THE COMMERCIAL TERMS, IN FULL

My fee is 30% of what your carrier actually pays back. Not 30% of what I claim — 30% of what lands.

If nothing is recoverable, you never see an invoice. There is nothing to approve, no purchase order to raise and no budget line to find: this sits outside the budget entirely.

Lodge the claim yourself — the schedule is built to be submitted as it stands — or hand it to me and I will run it with your carrier through to the credit note.

Your invoices are seen by one person. Not a team, not an offshore processing centre, not a machine. Me.

Luke Ashwood

20+ years running logistics from the buyer's side — Transport Manager ANZ at Syngenta, Retail Logistics Manager at Ampol, and terminal operations at GrainCorp and Vopak across fuel, chemicals, FMCG and agriculture. Brisbane-based, working with clients across Australia.

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