



Findings & Recovery Report

COMPOSITE SAMPLE

14.8% error rate this period · avg overcharge €123.20 · 3 active carriers · Road / Air / Sea

01

Overview

What happened last month, and everything since onboarding

This report covers two windows: **this period** (the most recent completed month) and **lifetime to date** (cumulative since onboarding). Every figure reconciles with your live Recovery dashboard for the same window — no separate bookkeeping.

THIS PERIOD

Sample month

INVOICES AUDITED 42	SHIPMENTS CHECKED 128	OVERCHARGES FLAGGED 19 14.8% of shipments	EUR RECOVERABLE €2,340.75	DISPUTE-READY 12 packaged & drafted
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In one month we checked **128 shipments** across 42 invoices and flagged **19 overcharges** worth **€2,340.75** — a 14.8% error rate. Twelve are already packaged with a drafted dispute letter, ready to send.

LIFETIME TO DATE

cumulative, all audited months

SHIPMENTS AUDITED 1,486	OVERCHARGES FOUND 213	EUR IDENTIFIED €27,910	EUR RECOVERED €21,480	OPEN DISPUTES 17	RECOVERY RATE 81%
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Recoverable ≠ recovered. "EUR identified" (€27,910) is the total overcharge value flagged since you started; "EUR recovered" (€21,480) is what carriers have actually credited back — an **81% recovery rate** on resolved disputes, with 17 still in flight.



02

Carrier scorecard

Who overbills, and how often — ranked by € recovered value

CARRIER	SHIPMENTS	OVERCHARGES	OVERCHARGE RATE	€ OVERCHARGED	€ RECOVERED	WIN RATE
Sample Carrier A	612	84	13.7%	€9,240	€7,410	82%
Sample Carrier B	438	71	16.2%	€8,120	€5,980	78%
Sample Carrier C	296	39	13.2%	€6,050	€5,110	85%
Sample Carrier D	92	12	13.0%	€2,480	€1,980	80%
Sample Carrier E	48	7	14.6%	€2,020	€1,000	71%
All carriers	1,486	213	14.3%	€27,910	€21,480	81%

Overcharge rate is the share of a carrier's audited shipments that came back overbilled. **Sample Carrier B is the weak link** — a 16.2% error rate, well above the 14.3% fleet average, and the lowest win rate (78%). Carrier A drives the most euros (€9,240) simply on volume. Use this to prioritise carrier reviews and renegotiations where the leakage — and the pattern — is worst.



03

Where it leaks

Error types this period, and the fee-by-carrier pattern over time

ERROR-TYPE BREAKDOWN

this period · 19 overcharges · €2,340.75

BUCKET	N	TOTAL	SHARE OF RECOVERABLE
Weight-bracket threshold error	7	€892.50	38.1%
Surcharge / FSC drift	5	€620.40	26.5%
Volumetric / DIM-weight inflation	4	€512.80	21.9%
Rate-tier / per-kg misapplication	2	€210.05	9.0%
Other contract deviation	1	€105.00	4.5%

Two error types — **weight-bracket thresholds** and **fuel-surcharge (FSC) drift** — account for nearly two-thirds of this month's recoverable value. These are systematic, not one-offs: the same misconfiguration repeats every invoice cycle until the carrier fixes it.

OVERBILLING BY FEE TYPE & CARRIER

lifetime · % of each carrier's overcharge value

FEE TYPE	CARRIER A	CARRIER B	CARRIER C	CARRIER D	CARRIER E	OVERALL
Weight-bracket threshold error	45%	28%	30%	40%	33%	36%
Surcharge / FSC drift	20%	38%	22%	25%	30%	27%
Volumetric / DIM-weight inflation	18%	16%	30%	20%	18%	20%
Rate-tier / per-kg misapplication	12%	12%	12%	10%	13%	11%
Other contract deviation	5%	6%	6%	5%	6%	6%

Read down a column for each carrier's overbilling fingerprint. Carrier B's leakage is mostly **fuel-surcharge drift (38%)**; Carrier C's is **DIM-weight inflation (30%)**; Carrier A repeatedly misses **weight brackets (45%)**. The **Overall** column is the org-wide split — deeper amber marks a bigger share.

04

Disputes & recovery

Claims sent, chased, and won back — automatically

DISPUTE ACTIVITY

this period + rolling

SENT 12	OPEN 4	SOLVED 8	RECOVERY RATE 81%
CLAIMED €1,980.40	RECOVERED €1,610.25	ACC / PART / REJ 6 / 1 / 1	AVG DAYS TO RESOLVE 18.3
OPEN AGING P95 27 d	REMINDERS SENT 9	PARTIAL RECOVERIES 1	REJECTED (RE-REVIEW) 1

Of 12 disputes sent this period, **8 are already resolved** and €1,610.25 recovered — Oracron drafts the letter, sends it, and chases reminders automatically (9 sent). The one rejected claim is re-queued for review; you never chase a carrier yourself.

RECOVERY BY CARRIER

this period

CARRIER	CLAIMED	RECOVERED	OPEN	RECOVERY
Sample Carrier A	€742.10	€640.30	1	86%
Sample Carrier B	€631.80	€470.05	2	74%
Sample Carrier C	€356.60	€305.40	1	86%
Sample Carrier D	€149.90	€120.00	0	80%
Sample Carrier E	€100.00	€74.50	0	75%

Carrier B again lags on recovery (74%) with the most open disputes — the same carrier flagged as the weakest on the scorecard. When one carrier shows up across every view, that's your renegotiation priority.



05

Top findings

Highest-value overcharges this period, each with contract evidence

Each finding cites the exact contract clause it breaches — this is the evidence packaged into the dispute letter. Nothing here is a judgement call; every line reconciles a billed amount to your contracted rate.

ROAD **SAMPLE-1084 · Sample Carrier B · DE → ES · 1,450 kg** **€92.40**

Expected **€512.70** · billed **€605.10**

Remote-area surcharge applied to a postcode explicitly excluded by the contract addendum.

ROAD **SAMPLE-1051 · Sample Carrier B · DE → AT · 1,240 kg** **€86.30**

Expected **€462.00** · billed **€548.30**

Fuel surcharge index not applied at the invoice-date base; billed at the prior-month index that had already reset.

ROAD **SAMPLE-1078 · Sample Carrier C · DE → FR · 980 kg** **€60.30**

Expected **€328.60** · billed **€388.90**

Per-kg rate tier for the 750–999 kg bracket misapplied; billed at the 500–749 kg tier's higher rate.

ROAD **SAMPLE-1042 · Sample Carrier A · DE → DE · 850 kg** **€53.60**

Expected **€289.00** · billed **€342.60**

Carrier billed the 1,000+ kg bracket instead of the earned 750–999 kg bracket. Dispute reference: contract \$Rates, DE Road weight-bracket table.

ROAD **SAMPLE-1063 · Sample Carrier A · DE → NL · 620 kg** **€47.50**

Expected **€198.40** · billed **€245.90**

DIM weight applied at 200 kg/m³ instead of the contracted 250 kg/m³, inflating chargeable weight by 22%.

This is a composite sample.

Every figure in this report is invented for illustration. Your real report is generated live from your own audited invoices and reconciles with your Recovery dashboard for the same period and lifetime windows.

Oracron is a flat-fee audit — you keep 100% of what we recover for you.