STANDARD OPERATING PROCEDURE

How to validate the weekly Amazon invoice, line by line.

Six steps that make every weekly invoice checkable: a daily record of the routes you ran, each day matched with Amazon, every rescue marked, and a dispute filed with the dollars owed.

PORTALS	Dispatch, Financial Management
ROLES	Dispatcher, Finance, Manager, Owner
HOW OFTEN	Every night, Daily, Weekly, As needed
PAGES USED	Work Summary, Return to Station, Load Out, Invoice Validation, Rate Cards, Payroll Setup
UPDATED	September 2026
READ ONLINE	ultimatedsp.com/knowledge/validate-amazon-invoices

What this SOP fixes

- Nobody records the routes, route types and hours you ran each day.
- Mistakes in Amazon's daily work record are found weeks too late, if at all.
- The weekly invoice is accepted without a line-by-line check.
- Rescues and wrong route types slip through unpaid.
- Checking the invoice by hand takes hours, so it gets skipped.

> **How to use it:** read sections 1 to 6 once. Then run section 7 on the rhythm in section 6, and print the checklists in section 11 for the wall.

Contents

1. Purpose and scope

This SOP makes sure every dollar Amazon owes for the week is on the invoice. It builds the daily record the invoice is checked against, matches each day with Amazon's own record, and turns every short payment into a dispute with the dollars owed.

It is written for the dispatcher who keeps Work Summary every day, and for finance, the manager or the owner who checks the weekly invoice. Ultimate DSP does the comparison and drafts the dispute. Accepting invoices and filing disputes happen in Amazon's portal, and those stay with you.

This SOP covers

- The daily record of routes, route types and hours on Work Summary.
- Matching each day with Amazon's work summary.
- Marking rescues paid or unpaid.
- Checking the weekly invoice in Invoice Validation.
- Approving, disputing and following a dispute through to the money recovered.

It does not cover

- Amazon's monthly vehicle payment, which is not part of the weekly invoice.

- Invoice lines the page does not compare, such as delay pay, beyond checking them by hand.
- Payroll and driver pay.

2. Why this matters

Amazon builds the weekly invoice from its own daily work record. If a route, a rescue or a route type is wrong there, the invoice is wrong too, and most DSPs never find out. Five gaps let the money slip:

THE PROBLEM	WHAT IT COSTS YOU
Nobody records the routes, route types and hours each day	There is nothing to check the invoice against, so every error goes unnoticed.
Mistakes in Amazon's work summary are found weeks too late	A mistake that could be fixed in a day now needs a dispute, evidence and weeks of waiting.
The invoice is accepted without a line-by-line check	Accepting is final, so short pay becomes lost pay.
Rescues and wrong route types slip through unpaid	A longer route billed at a shorter route's rate, or a rescue left off, costs money every week it repeats.
Checking by hand takes hours	The check gets skipped, and the invoice is accepted by default.

3. What good looks like

- Every route type and its routes are on record for every day.
- Each day is marked matched with Amazon, or disputed with a note, the day after.
- Every rescue is marked paid or unpaid before the week closes.
- Every weekly invoice is checked the day it is ready, before anyone accepts it.
- Every short payment has a dispute document with the dollars owed, filed before the window closes.
- No invoice is accepted without a comparison on record.
- Short pay is disputed the week it happens.
- The money recovered from every dispute is on record.

4. Roles and responsibilities

ROLE	WHAT THEY OWN IN THIS SOP
Dispatcher (Operations)	Keeps Work Summary every day: route types, counts, notes and rescue marks, and matches or disputes each day. Closes the day on Return to Station. Has no access to Invoice Validation.
Manager	Checks the daily record, reopens locked days when needed, and checks and decides invoices.
Finance	Uploads and checks the weekly invoice, approves or disputes it, files disputes in Amazon's portal and records the outcome. Can read Work Summary but not change it.
Owner	Decides on invoices with differences, and owns the rule that nothing is accepted unchecked.
Sub Admin	Has the same rights as the Owner on these pages.

5. Before you start

Set these up once. Every step below assumes they are in place.

	TASK
☐	Lock the payroll calendar for the year in Payroll Setup, so Invoice Validation lists every invoice week.
☐	Add every route type on Work Summary with its hours, who pays for it and, for Amazon-paid types, Amazon's service type name.
☐	Create one manual route type that counts unpaid rescues, if you want them on the board.
☐	Save the preset for Amazon's weekly export in Load Out's Import menu.
☐	Put a rate on every Amazon-paid route type, and the package rate, on Rate Cards.
☐	Fill in your company's legal name and logo in Company & Station, so the dispute document carries them.

6. The rhythm

When each part of the procedure happens, who does it and on which page.

WHEN	WHAT	WHO	WHERE
Every night	Route types, typed counts and notes on Work Summary; close the day on Return to Station	Dispatcher	Work Summary, Return to Station

WHEN	WHAT	WHO	WHERE
Every day	Compare yesterday with Amazon's work summary, correct it, set Match or Disputed	Dispatcher or Manager	Work Summary
Every day	Mark every rescue paid or unpaid	Dispatcher or Manager	Work Summary
Once a week	Import Amazon's weekly export	Dispatcher	Load Out
When the invoice is ready	Upload and check the invoice	Finance	Invoice Validation
The same week	Approve, or draft, file and record the dispute	Finance, Manager or Owner	Invoice Validation
When Amazon answers	Record the case reference and the money recovered	Finance	Invoice Validation

7. The procedure, step by step

Six steps: three on the daily record and three when the weekly invoice lands. Each step names who does it, how often and the page it runs on.

1 Record every route, route type and hours before you close the day

Every night

Where Dispatch · Work Summary **Who** Dispatcher

WHY THIS STEP MATTERS

Amazon pays by route, route type and hours, plus delivered packages, all taken from its own daily record. If you do not keep your own record of the same things, there is nothing to check the invoice against, and every error is Amazon's word against nothing.

HOW TO DO IT

1. Open Dispatch, then **Work Summary**, and pick the day with the arrows.
2. Check that every route type that ran has a row. To add one, click **+ Add Service Type**, set **Service Type**, **Hours** and **Paid By**, and fill in **Amazon Service Type Name** for Amazon-paid types. Leave the name empty for a manual type such as Adhoc.
3. For each manual type, click its **Routes Ran** cell and type the count. It saves by itself.
4. Add a **+ note** on any row where something unusual happened.
5. On Return to Station, once the closing files are in, click **Close The Day · Lock**.

6. Once a week, import Amazon's weekly export from Load Out: **Import**, then **Amazon Weekly Export (Work Summary)**. One run fills every day of that week for your Amazon-paid types.

WHAT TO CHECK

- Every route type that ran has a number in Routes Ran. A dash means no file data yet, not zero.
- The line under the board shows the weekly export imported, with its matched and unmatched rows.
- Return to Station shows Closed, with who closed it and when.

> **Done when:** Every route type that ran shows a number in Routes Ran, and the day reads Closed on Return to Station.

IF SOMETHING IS WRONG

- The board says there is no Amazon file for this week: import it from Load Out's Import menu. The board still works in the meantime.
- An amber chip counts export rows that matched no route type: click a row to open the form with the name and hours filled in, and save the type.
- Routes Ran is amber with missing or extra routes: your count does not match the routes launched on Load Out. Find the route before you lock the day.
- The form refuses a type because another type already has that name and hours: use the existing type.

KEEP A RECORD

Work Summary keeps the day's counts and notes with who changed them. Closing on Return to Station stamps who closed the day and when.

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2 Check your day against Amazon's work summary, and correct it the same day

Daily

Where Dispatch · Work Summary **Who** Dispatcher or Manager

WHY THIS STEP MATTERS

A mistake fixed in Amazon's record the same day never reaches the invoice. The same mistake found on the invoice needs a dispute, evidence and weeks of waiting. The daily check is the cheapest place to catch it.

HOW TO DO IT

1. Open Amazon's work summary for yesterday, outside Ultimate DSP.
2. Open Dispatch, then **Work Summary**, on the same day.
3. Walk the board route type by route type: **Allocated**, **Late Cancel**, **Dropped** and **Delivered**.
4. Where Amazon's record is wrong, raise the correction with the station the same day.

5. Fix what belongs in Ultimate DSP: typed counts and notes. A wrong or missing rescue is fixed on Load Out, not here.
6. Open the day status menu on the top bar and pick **Match With Amazon · Lock** when both records agree, or **Disputed** when they do not.
7. On a disputed day, add a note on the row naming what differs.

WHAT TO CHECK

- Every finished day of the week reads Match With Amazon or Disputed, and none is left Pending.
- Every disputed day has a note.
- Every correction you asked for shows in Amazon's record the next day.

> **Done when:** Yesterday reads Match With Amazon and is locked, or reads Disputed with a note on what differs.

IF SOMETHING IS WRONG

- The toast says the day locked with a mismatch: your routes do not match Dispatch. The day still locks, so check the difference first.
- The Rescues tile does not match: rescue rows are out of step with Load Out. Check the rescues on Load Out.
- A change is refused because the day is locked: an Owner, Sub Admin or Manager moves the status off Match to reopen it.
- Amazon's record still shows the error: keep the day Disputed and keep the evidence for the invoice dispute.

KEEP A RECORD

Every status change is stamped with who set it and when. A locked day keeps a snapshot of its rescues, counts and route types.

3 Mark every rescue paid or unpaid

Daily

Where Dispatch · Work Summary **Who** Dispatcher or Manager

WHY THIS STEP MATTERS

A rescue Amazon should pay for but never bills is money nobody sees. Marking it paid puts it into the invoice check, where a missing rescue becomes a line in the dispute. Marking it unpaid keeps your own cost honest.

HOW TO DO IT

1. Open Dispatch, then **Work Summary**, and go to the **Rescues** card.
2. Click the rescue's **Paid?** cell.
3. Pick **Paid - by Amazon** or **Unpaid - ours**.

4. For several rescues, tick them and click **Mark Paid** or **Mark Unpaid**.

WHAT TO CHECK

- The foot line counts rescues, paid, unpaid and not marked, and not marked is zero.
- Rescues marked unpaid show under Unpaid Rescues.
- Each rescue was marked by how your DSP is paid for rescues.

> **Done when:** The Not Marked tile reads zero.

IF SOMETHING IS WRONG

- Not Marked stays amber: at least one rescue is still undecided. The day can still lock, but the invoice check will leave that rescue out.
- A rescue's chip is faint: the rescue was never assigned, so nothing ran to pay for.
- A rescue is missing or wrong: fix it on Load Out or On Road, where rescues are created. Work Summary only marks them.

KEEP A RECORD

The mark stays with the rescue, and it is frozen with the day when the day is locked.

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4 Check the invoice against your week the day it lands

Weekly

Where Financial Management · Invoice Validation **Who** Finance, Manager or Owner

WHY THIS STEP MATTERS

An invoice checked by hand takes hours, so it gets skipped, and short pay is accepted by default. The check compares counts and prices line by line in minutes, but only against the week you recorded. That is why steps 1 to 3 come first.

HOW TO DO IT

1. Open Financial Management, then **Invoice Validation**, and click **Validate new invoice**. It opens the latest finished week with no decision. Pick another week in the week selector if you need to.
2. Click **Upload weekly invoice**, or drop the invoice PDF on the page.
3. If there is no usable PDF, click **Enter figures manually** and type the totals. A typed week gets no check by route type or price.
4. Read the four tiles: **Invoice total**, **Check result**, **Discrepancies** and **$ at stake**.
5. Read the line above the table that says how many days of the week were matched with Amazon.
6. Switch on **Mismatches only** and expand **Routes** to see each route type and hours.
7. Check any line the page does not compare, such as delay pay or cancellations, against Amazon's record by hand.

WHAT TO CHECK

- Every day of the week was matched with Amazon before you trust the result.
- Every route type has a rate for the week on Rate Cards.
- The recommendation line says approving is recommended, or names the discrepancies and their dollars.

> **Done when:** Check result reads All match, or every mismatch is listed with its dollars.

IF SOMETHING IS WRONG

- The line above the table shows days still pending: go back to Work Summary and finish step 2 before you decide.
- The Amazon-paid manual types row shows No rate: set a rate for that type on Rate Cards.
- The invoice was typed by hand: the page cannot check route types or prices. Get the PDF if you can.
- Upload is disabled with a hover about a decided invoice: revert the week to pending before you replace the file.

KEEP A RECORD

Each week's comparison is kept with the invoice and its status.

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5 Never accept an invoice you have not checked

Weekly

Where Financial Management · Invoice Validation **Who** Finance, Manager or Owner

WHY THIS STEP MATTERS

Once an invoice is accepted in Amazon's portal, it cannot be disputed. Ultimate DSP lets you approve with mismatches on screen, because some differences are real and accepted. The discipline is to decide on purpose, never by default.

HOW TO DO IT

1. Finish step 4 and read the recommendation.
2. If everything matches, click **Approve**. The dialog shows the week, the invoice total and the discrepancies.
3. If the dialog warns that you are approving differences as billed, stop and decide. Approve only if you accept every one of them, otherwise go to step 6.
4. Click **Approve invoice**.
5. Take the same action for the same week in Amazon's portal, so both records agree.

WHAT TO CHECK

- The green banner reads Validated, with the date and your name.
- The dashboard's Pending count shows no finished week left undecided.

- No week has a Re-check chip waiting.

> **Done when:** The week shows Validated with the date and who approved it, and nothing was accepted in Amazon's portal before the check.

IF SOMETHING IS WRONG

- A Re-check chip shows on a decided week: Work Summary changed after the decision. Revert it to pending and check again, or click **Reviewed, no change** if the change does not matter.
- You approved by mistake: click **Revert to pending** in the row menu. Every change is kept in History.
- A finished week lists as Pending with no total: no invoice was uploaded for it. Find the invoice.

KEEP A RECORD

Validation record exports the approved comparison, and History on the dashboard row shows every decision with who made it and when.

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6 Send the dispute with the dollars owed before the window closes

As needed

Where Financial Management · Invoice Validation **Who** Finance, Manager or Owner

WHY THIS STEP MATTERS

A dispute that names the line, the expected figure, the billed figure and the dollars is hard to reject, and it takes minutes instead of an afternoon. Ultimate DSP cannot file it or track Amazon's deadline for you, so both stay with you.

HOW TO DO IT

1. On the invoice, click **Draft the dispute**. The draft lists every mismatched line with the expected figure, the billed figure and the dollars owed.
2. Edit the text if needed. **Copy** copies it.
3. Click **Dispute**, check the claimed amount in the dialog and click **Dispute invoice**.
4. Download the **Dispute document** from the banner.
5. File the dispute in Amazon's portal yourself, before the window closes. Write the deadline in your calendar the day the invoice arrives.
6. In the dashboard row menu, click **Edit case reference** and save Amazon's case reference.
7. When Amazon answers, click **Mark resolved** and enter the **Money recovered**, or click **Accept it** if nothing will be recovered.

WHAT TO CHECK

- The draft lists every mismatch, and says which days were not confirmed or which rescues were not marked.

- The claimed dollars match the $ at stake tile.
- The case reference is saved on the week.

> **Done when:** The week reads Under dispute with a case reference, and the dispute was filed in Amazon's portal before the window closed.

IF SOMETHING IS WRONG

- The draft says some rescues are not marked: it claims only the rescues marked paid. Finish step 3 first if you can.
- The page warns that money recovered is more than the disputed amount: check the adjustment invoice.
- Amazon rejects the dispute: fix the record at the source and bring new evidence. The same claim again is likely to be rejected.
- The dispute window is about to close: file what you have. Nothing in Ultimate DSP stops the clock.

KEEP A RECORD

The dispute document, the case reference, the money recovered and every status change stay in the week's History.

8. The three numbers to watch

Read these numbers on the cadence in the rhythm table. Each one tells you whether the procedure is working.

NUMBER	WHAT IT TELLS YOU	ACT WHEN
Days matched	How many days of the week are matched with Amazon on Work Summary.	Any day is still Pending when the invoice lands: finish the daily check before you decide.
$ at stake	The dollars in open differences on invoices under dispute.	It grows week after week: look for the same error repeating at its source.
Rescues not marked	Rescues nobody has marked paid or unpaid.	It is above zero when the invoice arrives: mark them, or they are left out of the check.

9. Common mistakes

MISTAKE	WHY IT HURTS	DO THIS INSTEAD
Accepting the invoice in Amazon's portal before checking it.	Accepting is final and cannot be disputed.	Check first, then accept or dispute.
Leaving days Pending on Work Summary.	The invoice is checked against a week nobody confirmed.	Match or dispute every day, the day after.
Leaving rescues unmarked.	Unmarked rescues are left out of the check and never claimed.	Mark every rescue paid or unpaid, every day.
Waiting until the dispute window is nearly closed.	A missed window turns short pay into lost pay.	Draft and file the dispute the week the invoice lands.
Disputing again with the same evidence.	Amazon is likely to reject it again.	Fix the record at the source and bring new evidence.
Letting route type rates go out of date.	The price check compares against old rates and misses real mismatches.	Add a new dated rate on Rate Cards whenever a rate changes.

10. When to escalate

- The same error appears on the invoice two weeks running: the manager raises it with the station and keeps the evidence together.
- A dispute is rejected: finance and the owner decide whether there is new evidence before disputing again.
- Days stay Pending because Amazon's record is not posted: the manager follows up with the station.
- The dispute window is about to close with no document ready: the owner files what is ready rather than letting the window pass.

11. Printable checklists

Print this page and pin it where the work happens. Tick each line and initial it. Keep the sheet with the day's records.

Every night

Date or week of: ____________________ Checked by: ____________________

	TASK	DONE BY
☐	Every route type that ran has a row	
☐	Manual type counts typed	
☐	Notes added on anything unusual	
☐	Day closed on Return to Station	

Every day

Date or week of: ____________________ Checked by: ____________________

	TASK	DONE BY
☐	Yesterday compared with Amazon's work summary	
☐	Corrections raised with the station	
☐	Day set to Match With Amazon, or Disputed with a note	
☐	Every rescue marked paid or unpaid	
☐	Not Marked tile at zero	

Every week

Date or week of: ____________________ Checked by: ____________________

	TASK	DONE BY
☐	Amazon's weekly export imported	
☐	No unmatched export rows left	
☐	Invoice uploaded the day it is ready	
☐	Mismatches read, other lines checked by hand	
☐	Invoice approved or disputed	
☐	Dispute filed in Amazon's portal and case reference saved	

12. Terms used in this SOP

TERM	MEANING
Amazon's work summary	Amazon's daily record of routes, packages, delays and cancellations that builds the weekly invoice.
Work Summary	Your daily board in Ultimate DSP of route types, routes ran and rescue marks, locked once it matches Amazon.
Route type	How a route is run and paid, named by type and hours. Two route lengths are two types, with two rates.
Amazon-paid type, manual type	An Amazon-paid type fills from Amazon's weekly export. A manual type, such as Adhoc, is typed by hand.
Routes Ran	Routes that ran for a type on a day: allocated minus late cancels and dropped, or the typed count.
Paid, Unpaid, Not marked	Amazon pays for the rescue, your DSP absorbs it, or nobody has decided yet.
Match With Amazon	The day status that says your board agrees with Amazon's record. It locks the day.
Billed, actual	The invoice's figure, and your Work Summary week.
Rate in force	The Rate Cards price whose dated window covers the week.
Count mismatch, price mismatch	The wrong quantity billed, or the right quantity at the wrong price.
$ at stake	The dollars in open differences.
Validated, Under dispute, Pending	Approved, disputed, or not decided yet.
Dispute document	The claim Ultimate DSP builds for you to file in Amazon's portal.
Dispute window	The fixed time after an invoice is issued in which it can be disputed.
Adjustment invoice	The separate invoice Amazon sends with a dispute correction.

13. Related SOPs

- Increase profitability: ultimatedsp.com/knowledge/increase-profitability
- Manage lost packages: ultimatedsp.com/knowledge/manage-lost-packages
- Stop overtime early: ultimatedsp.com/knowledge/stop-overtime-early

About this SOP

Written by an Amazon DSP that runs these procedures every day, using the pages of Ultimate DSP. Amazon's program policies, your DSP agreement and the law come first: where they differ from this SOP, follow them. Page names and on-screen labels match Ultimate DSP as of September 2026. The latest version is online at ultimatedsp.com/knowledge/validate-amazon-invoices.