

對帳模板填寫與結果判讀指南

WMS / TMS Template & Reconciliation Guide • UPS Reconciliation

1 • 基準與流程 Basis and workflow

對帳以手上的 UPS 帳單為基準。先於「05 對帳作業」第 1 步「UPS 帳單匯入」載入該期帳單(可一次多期),再於第 2 步「WMS / TMS 匯入」按「WMS 模板」或「TMS 模板」下載(兩者各自一檔):模板即由載入的帳單產生,版式與稽核中心匯出的 Consolidated Invoice 分頁相同,一個追蹤號一列。同仁依追蹤號自 WMS / TMS 拉取向客戶收取的金額填入綠色欄位,填妥後匯入;系統即依帳單(UPS 實收)、系統重算(合約應收)與向客戶實收三方逐項比對,結果顯示於第 3 步「對帳分析」。

Reconciliation starts from the UPS invoice in hand. Load the period's invoice under step 1, UPS Invoice Import, of 05 Reconciliation (several periods at once if needed), then download the WMS or TMS template under step 2, WMS / TMS Import (one button each, one file each): it is generated from the loaded invoice and shares the layout of the Audit Center's Consolidated Invoice sheet, one tracking number per row. Pull the amounts billed to the client from WMS / TMS by tracking number into the green columns and import the file; every charge is then compared three ways — charged by UPS, recomputed at the contract, billed to the client — under step 3, Reconciliation Analysis.

2 • 欄位規範 Column rules

版面固定為四段:識別欄(深棕,自帳單抄錄:Transaction Date、Shipment Reference Number 1 / 2、Tracking Number、Package Dimensions、Detail Keyed Dim、Entered Weight、Billed Weight、Zone、Shipping Channel、Invoice Number)→ 同仁填寫的識別欄(綠:Customer Code 必填,Order Number、Channel、Zone、Billed Weight 各帶「- WMS」或「- TMS」字尾,選填)→ 費用欄,每一項兩欄並排:「費用 - UPS」(黃)為帳單實收,已先填妥,未計收者為 0;「費用 - WMS / TMS」(綠)填向客戶實收 → 「Total Amount - UPS」(黃)與「Total Amount - WMS / TMS」(綠,必填)。費用欄僅列該期帳單上實際計收的項目,依 Consolidated 順序排列,UPS 有收費者一欄不缺。欄名不得增刪或改名;黃色與深棕色欄位不得更動,系統亦不讀取。僅表頭上色,不凍結、不設篩選。空白代表「未填」,0 代表「實收為零」,二者意義不同。活頁簿內附 Guide、Channels、Customers 三張參考分頁。

Four blocks: identity columns (dark brown, copied from the invoice: Transaction Date, Shipment Reference Number 1 / 2, Tracking Number, Package Dimensions, Detail Keyed Dim, Entered Weight, Billed Weight, Zone, Shipping Channel, Invoice Number); the identity columns you fill (green: Customer Code required; Order Number, Channel, Zone and Billed Weight, each suffixed - WMS or - TMS, optional); the charge columns, two per charge — - UPS (yellow) is what UPS billed, pre-filled (0 where not billed), and - WMS / TMS (green) takes the amount billed to the client; then Total Amount - UPS (yellow) and Total Amount - WMS / TMS (green, required). Only charges actually billed on the loaded invoice appear, in Consolidated order, so nothing UPS billed is missing. Headers must not be renamed, added or removed; the yellow and dark-brown columns are reference only and are never read. Only the headers are coloured; nothing is frozen or filtered. Blank means not filled; 0 means billed zero. Guide, Channels and Customers reference sheets are included.

3 • 運費更正 Shipping Charge Correction (SCC)

UPS 重新量測後補收的運費差額,於 Consolidated 上自成一欄(Shipping Charge Correction),更正所連帶的燃油與附加費則併入各該欄位。比對時系統將「Base Rate + Shipping Charge Correction」視為一組,以「最後的運費」三方對照:向客戶實收(出貨時的運費 + 補收的更正)、UPS 實收(原運費 + 更正)、系統重算(依更正後尺寸重算的運費)。組別下方列出 UPS 側的拆分(原運費、更正),細項不另計重算。模板上「Shipping Charge Correction - WMS / TMS」僅於已向客戶補收時填寫,未補收留空,差異即為未轉嫁的成本。跨期更正(原出貨在前期)於本期帳單以單獨一列出現,僅更正欄有值,處理方式相同。

A Shipping Charge Correction is the freight difference UPS back-bills after re-measuring a package; it has its own Consolidated column, while the fuel and surcharges the correction triggers fold into their usual columns. On comparison the system treats Base Rate + Shipping Charge Correction as one group — the final freight — across all three sides: billed to client (freight at shipping time plus any correction re-billed), charged by UPS (original freight plus correction) and recomputed (freight on the corrected dimensions). The UPS split (original, correction) is listed beneath the group row; the sub-rows carry no recomputed figure. Fill Shipping Charge Correction - WMS / TMS only when the correction was re-billed to the client; otherwise leave it blank and the variance shows the cost not passed on. A cross-period correction (shipped in an earlier period) appears on this invoice as its own row with only the correction column filled and is handled the same way.

4 • 匯入檢核 Import validation

缺 Tracking Number、Customer Code 或 Total Amount 欄者整份退回。模板上一格都沒填的列(WMS / TMS 沒有這一件)直接略過、只計數,不退回也不進檔案。必填欄空白、金額非數值、客戶代號未建檔、同一追蹤號出現兩次者,該列退回並逐列說明原因,整份不匯入;同一單號出現於多列(一票多件)屬正常。Order Number 空白時依序採用 Shipment Reference Number 1、2,再以追蹤號代替。各「- WMS / TMS」費用欄合計與 Total Amount - WMS / TMS 不符時不阻擋,但逐列列示差額。Channel、Zone 與系統判定不同者逐列列示並於匯出之 Orders 分頁標記 MISMATCH;Billed Weight 只記錄不核對,模板寫了系統沒有的渠道,預覽時列出,勾選即一併新增。舊版模板(Tracking Numbers、Ship Date、合併欄)仍可匯入。

A file without a Tracking Number, Customer Code or Total Amount column is rejected outright. A template row nobody touched (WMS / TMS has no such shipment) is skipped and counted, neither rejected nor exported. Rows with a blank required field, a non-numeric amount, an unknown customer code or a tracking number that appears twice are rejected with a per-row reason and nothing is imported; the same order number on several rows (a multi-piece order) is normal. A blank Order Number falls back to Shipment Reference Number 1, then 2, then the tracking number. When the - WMS / TMS charge columns do not add up to Total Amount - WMS / TMS the import proceeds and each row is listed with its difference. Rows whose Channel or Zone differs from the system's determination are listed and flagged MISMATCH on the exported Orders sheet; Billed Weight is recorded, not checked; a channel the system lacks is listed on the preview and added when ticked. Files on the previous layout (Tracking Numbers, Ship Date, combined columns) still import.

5 • 補收清單與匯出 The re-bill list and the export

第 3 步「對帳分析」先列補收清單:UPS 有收而 WMS / TMS 未向客戶收取的項目,一個追蹤號一項費用一列,金額大者在前,名稱採 UPS 細項名稱並附帳單原文。「應補收」以客戶自身費率(該客戶層級重算之數)為準。費率表中有位置之費用(flat fee、DAS、AHS、地址更正等)須自行設定,未設者標「費率未設定」、金額 0;僅費率表無位置或本即照 UPS 轉嫁者(NPF、超大件、稽核費、未知代碼)以 UPS 實收轉嫁;帳號層級停用者標「合約無此項」。同一家族先抵(LPS 改 AHS、商業 DAS 改判住宅):已收之款抵於 UPS 所收項目,僅補多收部分並註明來源。運費更正(SCC)依舊 SOP:客戶費率表上更正後與原本計費重之運費差(逾 150 磅以 150 計),查無費率時以最後運費 – 已收運費代之;每筆更正另收稽核費 \$1.65。NPF / SCF 照收,其燃油於「附加費燃油適用範圍」勾選,預設不收。燃油最後計:應補收 × 該客戶當期燃油 %,僅計 UPS 本即加計燃油之項目,改收者以淨額計;清單並列不含燃油、燃油、含燃油三數,WMS / TMS 所收之燃油保留於 Detail 供計算利潤。完整比對(利潤、毛利率與差異)收於下方,補收後再看。匯出:Detail 表頭兩列,第一列每項費用一格合併表頭(不上色、置中),第二列為 WMS / TMS(綠)、Repriced(琥珀)、Difference(藍,WMS / TMS – Repriced),不列 UPS 原始金額;有更正之列,SCC 的 Repriced 為費率表之重量差,Base Rate 的 Repriced 為最後運費減去該差;Fuel Surcharge 置於最後一格,無值以 0 計,僅表頭上色,不凍結。To re-bill 為補收清單(含 UPS 原文、類型、抵扣來源、燃油);其後每個有補收項目的客戶各一頁,依舊 SOP 之 Item / Amount 格式,燃油自成一列,未列合計;不合併儲存格、表頭不上色,日期 m/d/yyyy。WMS / TMS 有而帳單上沒有的追蹤號不進 Detail 與合計,另放 Not on Invoice 一頁。

Step 3, Reconciliation Analysis, leads with the re-bill list: charges UPS billed that WMS / TMS did not bill the client, one tracking and one charge per row, largest first, under UPS's itemised name with the invoice wording. To re-bill is the customer's own rate (recomputed at that customer's level). Charges with a slot in the rate table (flat fees, DAS, AHS, address correction and so on) must be set by you: an unset one is marked Rate not set with amount 0; only charges with no slot, or that pass through by design (NPF, over-maximum, the audit fee, unknown codes), take the UPS amount; a surcharge disabled at account level is marked No contract rate. Families net first (LPS billed but AHS charged, commercial DAS reclassified residential): what was billed is credited against the UPS item and only the excess is listed, naming the credit. A Shipping Charge Correction follows the previous SOP: the rate-table freight at the corrected weight minus at the original weight (capped at 150 lb), or final freight minus billed freight when no rate is found; each correction adds a \$1.65 audit fee. NPF / SCF are re-billed; their fuel is ticked under Fuel Surcharge Eligibility, off by default. Fuel comes last: to re-bill times the customer's fuel percent, only on charges UPS itself fuels, on the net amount for substitutions; the list shows before-fuel, fuel and with-fuel figures, and the fuel WMS / TMS billed stays on Detail for the profit calculation. The full comparison (profit, margin, variances) is folded below for after re-billing. Export: Detail has a two-row header: one merged, uncoloured, centred cell per charge over WMS / TMS (green), Repriced (amber) and Difference (blue, WMS / TMS minus Repriced), no UPS column; on a corrected row the SCC's Repriced is the rate-table weight difference and Base Rate's Repriced is the final freight less that difference; Fuel Surcharge is the last block; 0 where absent, headers coloured only, nothing frozen. To re-bill carries the list (UPS wording, type, credit source, fuel), followed by one sheet per customer with something to re-bill, in the previous SOP's Item / Amount layout, fuel on its own line and a total; no merged cells, plain headers, dates m/d/yyyy. Rows in WMS / TMS whose tracking is not on the invoice stay out of Detail and the totals and go on a Not on Invoice sheet.

附表 • 欄位一覽 Appendix — Columns at a glance

欄位 Column	性質 Role	規則 Rule
Transaction Date ... Shipping Channel, Invoice Number	識別 • 帳單抄錄 Identity, from the invoice	深棕;不得更動,系統不讀 Dark brown; leave as is, never read
Tracking Number	識別 • 必填 Identity, required	一個追蹤號一列;不可重複 One tracking per row; must be unique
Customer Code	識別 • 必填 Identity, required	須在客戶名單;Customers 分頁可對照 Must be on the client list; see the Customers sheet
Order Number	識別 • 選填 Identity, optional	空白時用參考號 1、2 Blank falls back to reference 1 / 2
Channel - WMS / TMS	識別 • 選填 Identity, optional	系統渠道名稱,見 Channels 分頁;與系統判定核對 System channel name, see the Channels sheet; checked
Zone - WMS / TMS	識別 • 選填 Identity, optional	計價用 Zone;與帳單 Zone 核對 Zone used for pricing; checked against the invoice
Billed Weight - WMS / TMS	識別 • 選填 Identity, optional	向客戶計價的計費重量;只記錄不核對 Weight the client was charged on; recorded, not checked
<費用> - UPS <charge> - UPS(模板 template)	費用 • 帳單實收 Charge, from the invoice	黃;已填妥,未計收為 0,不得更動 Yellow; pre-filled, 0 where not billed, leave as is
<費用> - WMS / TMS <charge> - WMS / TMS	費用 • 向客戶實收 Charge, billed to client	綠;按件填;空=未填,0=實收零 Green; per package; blank ≠ 0
<費用> → Repriced / WMS / Difference(匯出 export)	費用 • 三欄 Charge, three columns	Repriced = 客戶費率,重算無數字者照 UPS;Difference = WMS – Repriced Repriced at the client rate, UPS where unpriced; Difference = WMS – Repriced
Shipping Charge Correction - WMS / TMS	費用 • 更正 Charge, correction	向客戶補收了才填;與 Base Rate 合計比對 Fill only if re-billed; compared together with Base Rate
Total Amount - UPS	總額 • 帳單 Total, from the invoice	黃;不得更動 Yellow; leave as is
Total Amount - WMS / TMS	總額 • 必填 Total, required	這一件向客戶收的總額;應等於綠色費用欄合計 Per-package total billed; should equal the green charge columns