

CHEP (blue) pallet audit

Sample DC (made-up data) · 2026-09-01 to 2026-09-30 · sample with made-up data

Pallet company says	Your records say	Physically counted	Gap to explain
1,060	960	937	123

At \$25 per lost pallet, the gap is worth about **\$3,075** if it's billed as lost.

100 pallets of it are paperwork, worth about **\$2,575**: the declarations and disputes listed below, net of corrections that go the other way.

Where the difference comes from

Issue	Pallets	Value	What to do
Shipped to customers on pooled pallets but never declared	104	\$2,600	Declare these transfers to the receiving customer. Until you do, the pallets stay on your account.
Declared fewer pallets than you shipped	8	\$200	Correct the declared quantity on these transfers.
Credited to you by the pallet company but never received	32	\$800	Dispute these inbound transfers with the pallet company and the sender.
Missing from the building: your own records say you should have more	23	\$575	Recount the areas on the checklist below before accepting a loss.
Declared to a customer with no matching shipment	-20	\$500	Check these. If they're real shipments your WMS file left out, fine; if not, the receiver will likely dispute them and the pallets come back onto your account.
Received from suppliers on pooled pallets, but the sender hasn't declared them	-24	\$0	Ask the sender to declare these. Until they do, your balance looks lower than what you hold.
Rent paid on pallets you no longer had	—	\$125	Declare shipments the day they ship.

Shipped to customers on pooled pallets but never declared

Declare these transfers to the receiving customer. Until you do, the pallets stay on your account.

Date	Customer / partner	Reference	Pallets	Note
2026-09-03	Valley Hardware RDC 7	BOL880109, SO489388	18	
2026-09-03	Northfield Grocers DC 22	BOL880113, SO479297	9	
2026-09-08	Pinecrest Foods DC 14	BOL880126, SO429494	16	
2026-09-11	Northfield Grocers DC 22	BOL880140, SO442351	23	
2026-09-14	Pinecrest Foods DC 14	BOL880147, SO455817	15	
2026-09-25	Pinecrest Foods DC 14	BOL880193, SO424222	23	

Declared fewer pallets than you shipped

Correct the declared quantity on these transfers.

Date	Customer / partner	Reference	Pallets	Note
2026-09-03	Summit Home Center DC 3	BOL880112, SO411602	23	yours 23, theirs 21
2026-09-11	Northfield Grocers DC 22	BOL880141, SO406053	12	yours 12, theirs 11
2026-09-22	Coastal Mart Distribution 5	BOL880175, SO434844	11	yours 11, theirs 9
2026-09-24	Valley Hardware RDC 7	BOL880184, SO411630	22	yours 22, theirs 19

Credited to you by the pallet company but never received

Dispute these inbound transfers with the pallet company and the sender.

Date	Customer / partner	Reference	Pallets	Note
2026-09-06	HARBOR GLASS WORKS	PO75991	18	
2026-09-20	HARBOR GLASS WORKS	PO719991	14	

Declared to a customer with no matching shipment

Check these. If they're real shipments your WMS file left out, fine; if not, the receiver will likely dispute them and the pallets come back onto your account.

Date	Customer / partner	Reference	Pallets	Note
2026-09-13	VALLEY HARDWARE RDC 7	BOL999999	20	

Received from suppliers on pooled pallets, but the sender hasn't declared them

Ask the sender to declare these. Until they do, your balance looks lower than what you hold.

Date	Customer / partner	Reference	Pallets	Note
2026-09-18	Harbor Glass Works	PO74111	24	

Rent paid on pallets you no longer had

Declare shipments the day they ship.

Date	Customer / partner	Reference	Pallets	Note
2026-09-03	Summit Home Center DC 3	BOL880112, SO411602	23	declared 2026-09-11 (8 days late)
2026-09-04	Northfield Grocers DC 22	BOL880115, SO400948	17	declared 2026-09-10 (6 days late)
2026-09-07	Coastal Mart Distribution 5	BOL880119, SO433847	21	declared 2026-09-15 (8 days late)
2026-09-07	Coastal Mart Distribution 5	BOL880120, SO449350	8	declared 2026-09-14 (7 days late)
2026-09-07	Summit Home Center DC 3	BOL880121, SO479805	19	declared 2026-09-12 (5 days late)
2026-09-08	Coastal Mart Distribution 5	BOL880125, SO457465	15	declared 2026-09-14 (6 days late)
2026-09-10	Valley Hardware RDC 7	BOL880139, SO463897	8	declared 2026-09-17 (7 days late)
2026-09-11	Coastal Mart Distribution 5	BOL880143, SO443093	14	declared 2026-09-19 (8 days late)
2026-09-14	Summit Home Center DC 3	BOL880150, SO462068	8	declared 2026-09-19 (5 days late)
2026-09-17	Pinecrest Foods DC 14	BOL880163, SO452463	10	declared 2026-09-23 (6 days late)
2026-09-22	Coastal Mart Distribution 5	BOL880175, SO434844	11	declared 2026-10-01 (9 days late)
2026-09-25	Northfield Grocers DC 22	BOL880192, SO476615	13	declared 2026-09-30 (5 days late)
2026-09-29	Northfield Grocers DC 22	BOL880197, SO489238	8	declared 2026-10-04 (5 days late)
2026-09-29	Pinecrest Foods DC 14	BOL880199, SO462735	18	declared 2026-10-06 (7 days late)

Invoice check

Billed item	Billed	Supported	Difference
Rental pallet-days	31,140	30,634	+506
Pallets issued to you	1,040	1,040	+0
Pallets billed as lost	123	23	+100

Declared on the ship date, the account would have carried 28,657 pallet-days instead of 30,634: 1,977 extra days, about \$79 of rent.

100 of the pallets billed as lost aren't physically missing by your own records: fix the declarations and disputes, then ask for those charges to be reversed.

Recount before accepting a loss

- The building is about 23 pallets short of your own records. Recount the highest-volume areas first.
- Set a count cutoff time and stick to it: loads that ship after it are still on hand, anything received after it isn't. Note the time on the count sheet.
- Loads in transit: shipped in the WMS before the cutoff but the trailer is still at your door or in your yard.
- Damaged or scrap pallets set aside (they still belong to the pallet company until it's told).
- Mixed stacks: count each pool separately; one wrong-colored pallet per stack adds up.
- Count each size separately (full 48x40, half 48x20 or 40x24, quarter 24x20). Each size is billed on its own.
- Pallets out at repair, at a sister site or lent to a carrier.
- Full pallets in staging lanes and on the dock waiting to ship (not yet in the WMS as shipped).
- Pallets used as 'slip sheets' or under floor-loaded freight and never recorded.

Prepared with PalletAudits from the files and counts entered for this audit. Dollar values use the rates entered for this audit; your contract with the pallet company sets the actual charges. PalletAudits is not affiliated with CHEP, PECO or iGPS.