CLAUSEDOCK GUIDES

Duplicate-charge review checklist

Connect each finding to its billing record, activity, and effective fee rule.

- [ ] Preserve the original invoice and exports.
- [ ] Record export ranges, filters, and download dates.
- [ ] Identify repeated source records and document exclusions.
- [ ] Compare relevant services across adjacent invoices.
- [ ] Check what one export row represents.
- [ ] Group charges by service reference and billing scope.
- [ ] Review different fee descriptions covering the same activity.
- [ ] Verify separate shipments, tasks, or service periods.
- [ ] Link credits and reversals and confirm the amount convention.
- [ ] Establish the expected amount from effective terms and activity.
- [ ] Calculate potential excess once per group.
- [ ] Record missing evidence and follow the notice procedure.
- [ ] Track the explanation or correction through account resolution.

A repeated row is a lead for review, not proof of an incorrect charge.

Keep potential differences separate from corrections and refunds received.