



How to View the Reason for Invoice Adjustments

Learn how to quickly and easily find the explanation for any adjustments on your invoice with these simple steps.

STEP 1 Log in to Your Account

Log in to your FlagShip account using your username and password.

STEP 2 Access Your Invoices

- On the left-hand side menu, click on Invoicing.
- Then select View Invoices.



STEP 3 Select the Invoice

- Find the invoice in question.
- Click on the second column, titled Invoice Cycle/Details. This column contains the date the invoice was sent.

Invoice	Invoice Cycle/Details	Invoice Date	Due Date	Amount	In Dispute	Amount due
1027482	202502-06	2025-02-07	2025-02-22	\$729.96	\$0.00	\$729.96

STEP 4 Look for Adjustments

- Look through the list of shipments in the invoice.
- Any shipment with an adjustment will show a small black triangle with an exclamation mark (!) icon next to the cost.

⚠️ \$6.19	\$0.31	\$0.00	\$0.63	\$7.13	\$7.13
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STEP 5 Click the Tracking Number

- Click on the tracking number for the adjusted shipment.



STEP 6 Review the Adjustment Reason

- On the right-hand side, in the pricing section, you'll see the reason for the adjustment by hovering over the question mark icon.

Price	
Freight (Invoiced in 1028869)	\$31.38
Surcharges	
Signature Required (Invoiced in 1028869)	\$4.31
Fuel surcharge (Invoiced in 1028869)	\$9.71
Adjustments	
Freight (Invoiced in 1028869) ?	\$1.18
Fuel surcharge (Invoiced in 1028869)	\$0.30
Subtotal	\$46.88
Taxes	

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Reweighed from 0 LBS to 11 LBS
Actual Dimensions: Package
335241392653: H5.40 x L47.80 x
W5.40 IN