

FedEx / UPS Refund Recovery Solution Improves Profitability Case Study



Industry: Financial Services	Annual Shipping Spend: \$1.38M
Monthly Parcels Shipped: 4,603	1st Year Refund Total: \$63,480

SCENARIO:

With limited experience in the auditing of their small packages, client needed a turnkey solution for the recovery of late packages as well as the control of their small package logistic operations. Shipping was handled by one major carrier spread across over 50 accounts. Our solution delivered real cost savings to client and helps control the annual spend on small package delivery and additional service charges including address correction and shipment delays.

ACTION:

Our FedEx / UPS Refund Recovery Solution was initiated to gather specific carrier account information. The examination of the client's small packages and charges associated with each package resulted in immediate data for analysis and cost reductions.

RESULTS:

The client discovered an immediate 4.6% reduction in shipping carrier spend during the first year of our service. First year savings was \$63,480. Additionally, client benefits from the 24/7 online access of logistics control tools that are helping further reduce their annual small package spend.

