

## Client Shipping Case Studies

### Number 1: Apparel Ecommerce Company

- ✓ No Waiver in contract to prevent filing claims for late deliveries.
- ✓ Last 12 months spend approximately - \$10,750,000 (UPS).
- ✓ Annual Audit Recoveries - \$229,924.73 (*Before Gain Share Commission paid*).

Audit Point	Occurred	Total Refunds
Service Failure	11,845	192,045.93
No Proof of Delivery	202	17,849.23
Incorrect Residential Charge	14,083	6,401.55
Invalid Address Correction	240	3,007.50
Manifested but not shipped	402	9,087.54
Large Package	30	1,050.00
Invalid Delivery Area Surcharge	180	457.65
Fuel Surcharge Audit Credit	165	25.33
<b>Total:</b>	<b>27,147</b>	<b>229,924.73</b>

- ✓ Benchmark and Target pricing analysis identified over \$1,740,000 in annual savings.
- ✓ Coached this customer through UPS negotiations and performed all background work and proposal analyses until the new contract was signed.
- ✓ Tracked savings between old and new contracts on a per tracking number basis going forward for 24 months.
- ✓ Gross revenue was in excess of \$1,000,000.

## Number 2: Electronics Distributor

### **Waiver INCLUDED in agreement; no late delivery refunds allowed.**

- ✓ Last 12 months spend approximately - \$2,450,000 (FedEx).
- ✓ Because of how FedEx bills compared to UPS, does not perform the audit for FedEx accounts with no ability to claim late delivery refunds.
- ✓ Benchmark and Target pricing analysis identified over \$320,000 in annual savings.
- ✓ Coached this customer through FedEx negotiations and performed all background work and proposal analyses until the new contract was signed.
- ✓ Tracked savings between old and new contracts on a per tracking number basis going forward for 24 months.
- ✓ Gross revenue was in excess of \$280,000.

### Number 3 – Fine Rug Gallery

#### No Waiver in contract to prevent filing claims for late deliveries.

- ✓ Last 12 months spend approximately - \$248,000 (UPS).
- ✓ Last 12 months Audit Recoveries - \$8,387.76 (*Before Gain Share Commission paid*).

<b>Audit Point</b>	<b>Occurred</b>	<b>Total Refunds</b>
Service Failure	180	\$6,703.41
Incorrect Weight	10	\$1,345.25
Manifested but not shipped	2	\$126.97
Damaged	1	\$116.28
No Proof of Delivery	1	\$55.76
Incorrect Residential Charge	5	\$19.65
Invalid Address Correction	1	\$12.50
Invalid Delivery Area Surcharge	2	\$7.42
Fuel Surcharge Audit Credit	4	\$0.52
<b>Total:</b>	<b>209</b>	<b>\$8,387.76</b>

- ✓ Benchmark and Target pricing analysis identified over \$45,000 in annual savings.
- ✓ Coached this customer through UPS negotiations and performed all background work and proposal analyses until the new contract was signed.
- ✓ Tracked savings between old and new contracts on a per tracking number basis going forward for 24 months.
- ✓ Gross revenue was in excess of \$35,000.