

CASE STUDY

SPEND MANAGEMENT SOLUTIONS

HIGHLIGHTS

\$400,000
IN SAVINGS

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87 MILLION
PARCEL SHIPMENTS

SUMMARY

Our client, a large multi-national retail chain with an expanding e-commerce business, began experiencing billing inaccuracies early in their calendar year. Due to the extremely high volume of shipments and invoices, identifying and resolving these inaccuracies was both labor intensive and time consuming. AFS discovered cost, price and shipment data inaccuracies as well as service level agreement failures. AFS solutions delivered over \$400,000 in savings for this client.

CUSTOMER CHALLENGES

- Our client ships over 87 million parcel shipments a year, this massive volume made uncovering rate inaccuracies only possible through the AFS automated audit system
- Due to the nature of shared carrier information, gaining a consolidated look at stores versus e-commerce shipment data wasn't an option, which made pin pointing the source of the billing inaccuracies more difficult
- AFS identified 125,000 shipments that did not have the correct contract pricing applied
- Our client's reporting methods were time consuming and overly complicated, leading to convoluted data and an inability to accurately measure profit and loss.

RESULTS

- The account suffering from billing inaccuracies triggered an audit failure through the automated audit system, leading to an investigation by AFS.
- AFS acted as a liaison between the client and carrier to pursue a payment resolution once the carrier had confirmed our client's contract pricing wasn't being applied to shipments under that account.
- The carrier agreed to a short-pay resolution, leading to our client saving over \$400,000 annually for this account
- AFS also secured almost \$6,000 in extra savings by identifying inaccurate Guaranteed Service charges for this account and by initiating an automatic credit request from the carrier when the bill was not delivered on time.
- In addition to fiscal savings, AFS created custom-coded, weekly pay file automation process that lowered the time spent on reporting from over 4 hours a week to minutes by automating the majority of the manual processes, enhancing data integrity and accuracy.