How can you make sure your customers have a best-in-class customer delivery experience through your parcel shipping program? Why not leverage a partnership with a parcel solutions expert that gives you confidence every time?

From data-driven parcel program engineering to invoice auditing and advanced analytics, Transportation Insight customizes a parcel shipping plan for you that is backed by proven methodologies, sophisticated modeling tools and a parcel team that is second to none in the logistics industry.

Before we make recommendations or propose solutions, we seek to understand where your business is and where you want to go. Only then do we leverage our tools, technology and expertise to design and implement a game-changing solution that will:

- Reduce costs and transit times
- Mitigate supply chain risk
- Improve customer satisfaction
- Support enterprise growth

We understand that as part of a multi-modal Enterprise Logistics solution, your small package program integrates tightly with all other components of your supply chain. Hundreds of leading retailers, e-tailers, distributors and manufacturers trust Transportation Insight parcel solutions for the intellectual property and analytical tools they need to gain and sustain competitive advantage.

How We Do It

Phase 1: SOLUTIONS ASSESSMENT
Understanding what drives your business is the key to designing a competitive parcel program. We learn about your financial goals, customer service needs and logistics and fulfillment requirements to determine how a re-engineered parcel program can better align with your business objectives.

Phase 2: PROGRAM ANALYSIS & DESIGN
Our industry experts leverage their knowledge and proprietary technology to carefully analyze all aspects of your parcel program. We then model scenarios and design a parcel program that best meets the current and future needs of your organization.

Phase 3: IMPLEMENTATION
Once we have designed a shipping program customized to your business needs, we will help you manage RFPs, select appropriate carriers, optimize contracts to maintain expected customer service levels and monitor ongoing activity.
Parcel Program Engineering

Leveraging fact-based analysis, leading-edge tools, years of engineering and analytical experience and a deep understanding of your business objectives, our team of engineers and analysts develops a customized solution by:

- Analyzing and interpreting volumes of parcel data
- Modeling scenarios
- Streamlining your procurement process
- Clarifying pricing, terms and conditions
- Identifying areas of opportunity

Our engineering know-how empowers you to optimize processes and maximize the productivity of your parcel program while supporting your business strategy, anticipating industry changes and creating competitive advantage for the whole enterprise.

We collaborate with your team to identify the top opportunities and design an implementation strategy that works within your parameters. Through a phased approach and a clearly defined project plan, you’ll discover new options that help you deliver products to customers faster and more cost effectively. The right program for you could include national and international carriers, regional carriers, or even options through Amazon®, Google Express®, Uber®, Deliv® and others who are revolutionizing the parcel delivery industry.

Sample Engineering Services
- Carrier selection: global and regional
- Competitive agreement optimization
- Subsidized shipping modeling
- Regional carrier analysis
- Mode optimization
- Postal induction consideration (SmartPost, SurePost, etc.)
- Same-day delivery options
- Zone skipping review
- Split shipment assessment
- Inbound/third-party vendor analysis
- Comprehensive routing analysis
- Pool distribution vs. CWT considerations
- LTL/CWT evaluation
- DC alignment and site selection analysis
- International expansion strategy development
- Mergers and acquisition analysis
- Order cadence/fulfillment modeling

Success Story
Our partnership with an omnichannel B2C and B2B retailer resulted in custom parcel shipping solutions for each business unit. By streamlining operations and more closely aligning its program with business needs, the company was able to reduce its annual parcel expenditure by $14.3 million and ultimately realize 13.1% in HARD-DOLLAR savings.
Parcel Shipment Audit
Identify errors. Uncover ways to save. Reduce risk.

Invoicing adds a level of complexity to your parcel shipping program that takes a lot of time to address. Most shippers do not have the resources to check every invoice for complete accuracy. This is yet another area where Transportation Insight Parcel Solutions give you a leg up.

Once you’ve implemented your parcel shipping program, our SOC 1 Type II compliance audit will:

- Inspect and unravel complex invoices for national and regional carriers
- Check for duplicate invoices
- Identify misapplied accessoril service charges and incorrect rates
- Submit claims for lost or damaged packages
- Identify actions to help optimize your operation

Through a combination of error resolution and data analytics, our experts can help you improve your operations and realize unprecedented cost savings.

**Experts in pinpointing incorrect shipping charges.**
In addition to processing millions of parcel and freight invoices each week, our proprietary auditing system accurately matches all charges to delivery information and carrier agreements to perform audits in three categories: Invoice, Service and Compliance.

**Invoice Audits**
Standard audits to ensure billing accuracy:
- Rates
- Manifested not Shipped (MNS)
- Address corrections

**Service Audits**
Audit technology that monitors carrier service commitments:
- Guaranteed service
- Saturday services
- Lost and damaged packages

**Compliance Audits**
Insight that helps improve your parcel program:
- Dimensional weight pricing
- Vendor compliance
- Fraud

**Success Story**
One of the world’s leading providers of office products relies on our auditing capabilities to help keep parcel shipping costs down. Our innovative invoice and service audits have saved them over $6 million in 10 years, and our compliance audits have helped them gain control over parcel shipping expenses by closing dormant carrier accounts, discovering fraudulent charges and identifying a voiding shipment problem that was costing them $.5 million/year in average charges.
Advanced Analytics
Monitor trends. Set goals. Measure results.
From the moment you begin your Transportation Insight partnership, we analyze, build on and learn from your shipping data. We help you establish and measure KPIs specific to your business. Some examples include:

- Setting and analyzing customer service goals through average time in transit data.
- Monitoring expenses by reviewing financial data with period comparison dashboards.
- Analyzing trends and expense drivers like: fuel, accessorials, zones and weight classes.
- Reviewing operational efficiency by comparing costs and productivity DC to DC.
- Getting line-of-sight into your carrier services by reviewing on-time performance metrics, spend trends, cost per package averages and air/ground utilization details.
- Managing vendor compliance to reduce fraud.

Success Story
We partnered with a Fortune 50 company that operates a vast network of U.S. brick and mortar and online storefronts. Despite being an all-intensive parcel shipper, the company had never engineered a parcel shipping program to drive down costs—and improve business unit service levels. By engineering a new parcel shipping solution and implementing analytical and auditing tools, we helped create a 14% reduction in parcel shipping expenses. But more importantly, the client was able to gain unprecedented visibility and improve accrual and budgeting processes for transportation.

After your customized program is set in motion, we work by your side for the long term, proactively bringing you opportunities for strategic improvement while quickly responding to your daily needs. You’ll quickly learn that our proven combination of industry expertise, technology and analytics can give you the inside edge in parcel shipping and deliver real results.