

CASE STUDY

INDUSTRY : APPAREL | ACCESSORIES
CARRIER : CANADA POST | FEDEX

This case study features a global high fashion brand, recognized as one of the most popular label which sells clothes, handbags, shoes, and other accessories. With an online store and over 1000 brick and mortar stores worldwide, they ship around 30,000 packages every day in more than 22 countries.

THE CHALLENGE



With an alarming 12.33% of their shipments being delivered late, the client wanted to significantly improve their delivery efficiency



With shipping being their second highest cost center, they wanted to reduce their overall shipping costs without compromising on their delivery speed and accuracy



Their support team was learning about delivery delays, exceptions and lost packages only from unhappy customers, after it was too late to fix the problem

THE LATESHIPMENT.COM SOLUTION



With intelligent automation we helped them track packages in real-time, audit shipments for over 50 service failures and recover every eligible refund claim



Carrier performance was closely monitored and our smart dashboards delivered unbiased insights into last mile deliveries



With 'LateShipment Pulse' - our unique tool that accurately predicts delivery errors and delays, their support team was equipped to proactively identify and fix delivery issues

THE IMPACT OF LATESHIPMENT.COM

32%

reduction in delivery errors and delays

\$530K

recovered through refund claims

9770

accurate delivery error predictions made through 'LateShipment Pulse'

*2016 - 18

*Q1 2018

TRUSTED BY
1000s
OF BUSINESSES



40+
COUNTRIES

75M+
SHIPMENTS
TRACKED

FEATURED IN
20+
MEDIA PUBLICATIONS
INCLUDING
The Washington Post **Inc.**

