

CASE STUDY

INDUSTRY - WINE CARRIER - CANADA POST | FEDEX

This case study demonstrates how LateShipment helped a wine retailer who ships over 3000 cases per month. The retailer is well known for their excellent collection and curation of bold reds, bordeaux wines and chardonnays, with different subscription models ranging from \$100 to \$200.

THE CHALLENGE



With around 16.06% of cases delayed, the client wanted to chart a better shipping strategy that would ensure on time delivery of the product



Solve the problem of excessive returns that were predominantly caused by an adult consignee being absent during delivery attempts



Optimize shipping costs that were extremely high due to special product packaging needs and returns

THE SOLUTION



LateShipment.com held the shipping carrier accountable by tracking packages in real-time and provided complete visibility into their carrier's on-time delivery performance



Significantly prevented returns by alerting the logistics team regarding changes in the delivery schedule to proactively ensure that a legal adult would be available to sign for the delivery



Enabled the client to save around 5.2% of shipping costs by automating eligible refund claims and auditing every invoice for over 50 shipping carrier errors

IMPACT OF LATESHIPMENT.COM

17.5%

reduction in delivery delays

12906

error predictions helped the client alert customers and handle delivery exceptions proactively

67934 CAD

saved through refund claims