



ICC Case Studies by Industry

Food & Beverage

Family-Owned Candy Manufacturer Puts Tens of Thousands Back in Bottom Line

Situation

Privately held candy manufacturer was struggling to remain competitive because its shipping costs were continually rising with seemingly no end in sight. The company did not have the expertise to perform audits of its transportation invoices or to benchmark rates against companies with similar shipping profiles to see if the rates they were paying were competitive.

ICC Solution

ICC provided valuable Benchmark and Target Pricing analyses which led to the negotiation of reduced transportation costs with the company's parcel and LTL carriers. The negotiations resulted in significant recurring annual savings which also improved the company's bottom line profits without the need to sell any additional product. ICC also performed a comprehensive ongoing audit analysis of all of the company's transportation invoices resulting in weekly additional savings.

ICC Results

Client immediately gained the advantage of receiving credits for all parcel deliveries that were delivered late as well as received refunds for all invoice that were improperly billed by freight carriers.

Combined savings from all services were in excess of tens of thousands of dollars annually.



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Global Organic Food Manufacturer and Distributor Saves Millions Annually

Situation

Global Organic Food Manufacturer and Distributor was continually adding new products by aggressively acquiring and folding other organic food manufacturers into its overall distribution business. These acquisitions resulted in a myriad of new products being shipped from new origins at freight costs that were oftentimes much higher than the company was paying. These aggressive acquisitions created an immediate need to address the accuracy and comprehensiveness of the audit and payment of all company freight invoices.

Additionally, the company had been using a third-party warehouse to “self-audit” the 3PL’s services and shipping costs. The company was also losing control of freight loss and damage claims and needed to outsource that process as well. The company did not have the resources in house to evaluate whether their rates and contracts were at optimal levels for their growing volume and also needed to immediately convert their new acquisition’s businesses to the corporations contracted rates.

ICC Solution

ICC provided its full breadth of services including invoice audit services, contract negotiations, freight claims processing, freight cost allocation services, warehouse and third-party services auditing. The company now had an independent third-party auditing invoices and not the company that was providing the services.

ICC Results

ICC’s invoice auditing services resulted in tens of thousands of dollars annually in carrier refunds for overcharges. Freight claims processing saved the company millions of dollars annually reducing in-house invoice process costs in excess of \$3.00 per invoice to a cost of less than \$1.00 per invoice. ICC also provided comprehensive reports which gave the company costing data by product, by location, and by shipment type. Finally, ICC assisted the company with ongoing contract benchmarking negotiations for all carrier types which resulted in hundreds of thousands of dollars in annual savings.

Combined savings from all services were in excess of millions of dollars annually.