

CASE STUDY

Moving from Reactive to Proactive to Unlock **\$1.5M** in Savings

The challenge: manual, periodic audit

Before partnering with Intelligent Audit (IA), one of the largest online furniture and home goods retailers' North America Small Parcel business relied on an internal, quarterly/bi-annual audit process to confirm FedEx billing accuracy. These audits were labor-intensive, produced delayed results, and led to bulk reconciliations or credits rather than proactive issue resolution. As a result, billing errors could persist for months, and timely savings opportunities were lost.

The solution: true freight audit & pay process (pre-audit model)

In the first four months of the partnership, IA implemented the retailer's first true Freight Audit & Pay process, shifting from a post-audit model to a pre-audit environment.

This real-time model captured both service and rate audit issues as they occurred, enabling immediate dispute filing and delivering actionable insights to strengthen carrier compliance and operational rigor.

Key milestones

\$570K within 8 months

- **Months 1 & 2: \$70,000 win**
Secured early recoveries, including a \$70K+ contractual audit win caused by a carrier configuration issue.
- **Months 6 & 7: Extensive collaboration leads to back-to-back dispute-free months**
Achieved the first dispute-free month by month 6, after extensive collaboration with FedEx to align rate audit requirements. Repeated the following month.
- **Month 8: \$500,000 win**
Disputed nearly \$500K CAD in erroneous charges due to an FDX Canada configuration bug, proving the ongoing value of continuous monitoring.

Reporting & visibility wins

IA's reporting capabilities delivered a complete 180° shift in transportation spend visibility, including:

- Real-time tracking of disputes and recoveries
- Improved carrier compliance monitoring
- Manifest-level data for supplier compliance enforcement
- Data-backed insights enabling proactive cost savings

Manifest integration & analytics impact

+ \$1M in savings

Integrating manifest data into IA's analytics unlocked new layers of intelligence:

Supplier fraud detection ✓

Identified account misuse and alignment errors pointing to supplier fraud or operational mismanagement.

Consolidation opportunity analysis ✓

Pinpointed over \$1M in cost-saving consolidation opportunities.

End-to-end accountability ✓

Linked supplier actions, carrier billing, and internal compliance for full transparency.

Overall impact & customer feedback: "lightyears ahead"

The retailer calls the transformation "lightyears ahead" of prior capabilities, crediting IA with helping them adopt best practices, rethink compliance, and execute savings strategies with precision.