CASE STUDY DeepDetectAI✦

$400K Identified in Misapplied FedEx Service

Customer Profile

National specialty retail brand with high-volume parcel shipping across multiple FedEx shipper accounts

Detection

DeepDetectAI flagged a sudden volume shift from FedEx Home Delivery to FedEx Ground:

- High-volume service switch in one billed week
- Ground service showed significantly higher cost per package

Discovery

Further review revealed:

- Teams were unknowingly selecting the incorrect service across multiple accounts.
- The customer did not have discounts on Ground accessorials but did have them on Home Delivery accessorials. This was not a one-time issue, without intervention, the issue would compound dramatically over time.

Impact
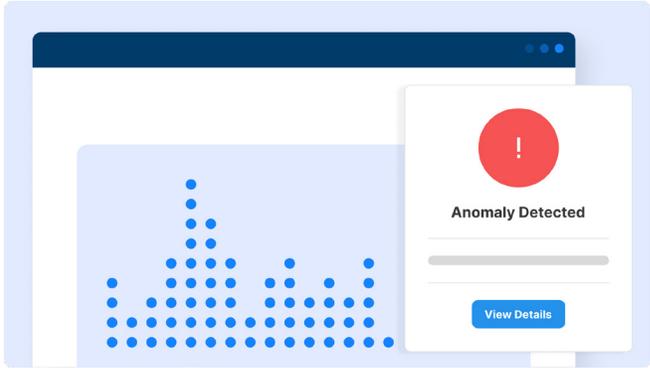
$400K in abnormal spend surfaced early

Home Delivery reinstated as primary service

Customer immediately engaged FedEx to pursue financial recovery

Ongoing margin erosion prevented

DeepDetectAI surfaced the issue in real time, preventing a prolonged financial leak.