



Take Control of Your Shipping Costs Without Changing Your Current Process

Presented by Jose Li, CEO, 71lbs

Take Control of Your Shipping Costs Without Changing Your Current Process

- Understanding Your Shipping Costs
- How To Read Carrier Invoices and Catch Costly Errors
- Money-Back Guarantee: The Secret That Can Save You a Ton of Money!
- Other Useful Insights



Start by Understanding Your Shipping Costs



How to Read Carrier Invoices and Catch Costly Errors



- Shipping auditing services have become critically important since FedEx and UPS errors are present in virtually every invoice.



LATE
DELIVERY



INCORRECT
SATURDAY
CHARGES



DUPLICATE
PACKAGE



INCORRECT DIM
WEIGHT
CHARGES



NON
SHIPMENTS



INCORRECT
ADDRESS
CORRECTIONS



INCORRECT
RESIDENTIAL VS.
COMMERCIAL
SURCHARGES

How to Read Carrier Invoices and Catch Costly Errors



1. Understand your contract and rates.
2. Review surcharges and fees. Are these accurate?
3. For the most efficient audits, use an automated service provider. 71lbs is the easiest and most effective method for catching invoice errors.

When and How to Negotiate for a Better Discount



1. Know that **everything** in your agreement is negotiable.
2. Always keep your **options** open. Build relationships with your carriers.
3. Don't waive your right to file a Money-back Guarantee claim - Sometime's a waiver is added to your agreement without your knowledge, so **be sure to ask!**
4. **Enlist the help of an expert!** Shipping auditors have extensive experience and knowledge when it comes to negotiating rates. Plus, in some cases (like with 71lbs!) the service is free. You just split the difference of your new discount.

Money-Back Guarantee



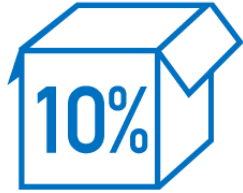
- FedEx and UPS have a money-back guarantee on shipments that are delivered late by 60 seconds or more.
- Eligible Services
 - ▷ Overnight
 - ▷ Ground
 - ▷ International
- On average, shippers experience delivery time failures 5% of the time.
- Over \$2 Billion in late delivery refunds went unclaimed in 2014.



Other Useful Insights



1 HOW MUCH DO I SPEND ON SHIPPING?



Percentage of sales that eCommerce merchants typically spend on shipping.

2 HOW MUCH IS SHIPPING AFFECTING MY ABANDONMENT RATE?



Shipping cost not displaying upfront in an ecommerce transaction results in **two-thirds of shopping cart abandonment.**

3 CAN I GET A SHIPPING DISCOUNT?



PRO TIP

OPEN AN ACCOUNT ON FEDEX.COM AND/OR UPS.COM. JOIN A BUYING GROUP, INDUSTRY ASSOCIATION, OR VENDOR PROGRAM.

4 DOES THE MONEY-BACK-GUARANTEE (MBG) APPLY DURING THE HOLIDAY SEASON?



WED. BEFORE THANKSGIVING

MBG Temporarily suspended



DEC. 18 TO 24

Guaranteed Express time extended by 90 mins.



DEC. 11 TO 24

Ground MBG suspended



**Fast & Automated
Shipping Refunds**

To start saving right away, sign up for 71lbs shipping refunds service today for free!

www.71lbs.com/xcart

info@71lbs.com | 954.400.7194 x 104 | Tweet us at @71lbs

