



## SUMMARY

A leading online automotive retailer needed a more effective approach to managing shipping costs and carrier negotiations. The company struggled with increasing parcel costs, hidden fees, and a lack of transparency in carrier billing. By adding TransImpact's Parcel Spend Intelligence and Parcel Contract Negotiation products, the procurement team gained the data-driven insights and strategic negotiation support to drive \$1 million in cost savings and improve visibility into shipping expenses.



**INDUSTRY:**  
Online Automotive  
Retailer



**REVENUE:**  
\$13.67 billion



**EMPLOYEES:**  
17,400+



**HEADQUARTERS:**  
Arizona



**PRODUCTS USED:**  
TransImpact Parcel  
Contract Negotiation  
and Parcel Spend  
Intelligence

## Online Automotive Retailer Cuts Parcel Costs by \$1 Million with TransImpact

With thousands of shipments moving daily as part of the sale of approximately 500,000 vehicles per year, the online automotive retailer needed better oversight of carrier invoices, rate structures, and contract compliance. Previous contract negotiations had led to unfavorable terms due to complex language and hidden fees, making it difficult to achieve cost efficiency. The procurement team recognized the need for specialized expertise in navigating these intricate agreements to secure the most competitive rates.

Additionally, the company lacked real-time visibility into shipping expenses, making it difficult to track cost fluctuations, manage rate increases, and identify potential overcharges. Without a structured approach, addressing General Rate Increases (GRIs) from carriers became reactive rather than proactive, leading to higher-than-expected shipping costs.



## The Challenge: Complex Carrier Contracts



## Leveraging Analytics to Reduce Costs and Gain Visibility

TransImpact's Parcel Spend Intelligence helped the online automotive retailer gain real-time visibility into its shipping expenses. With the product's advanced dashboard, the procurement team could track carrier performance, monitor pricing changes, and uncover billing discrepancies.

With the product's automated analytics, the company could uncover hidden fees, recover overcharges, and proactively adjust its logistics strategy. On average, Parcel Spend Intelligence helps companies reduce shipping costs by 5%-10% through data-driven decision-making and continuous invoice auditing.

**“TransImpact makes it easy—spoon-feeding me the insights I need. I love Parcel Spend Intelligence. I'm in there 5-6 times a month. It's a cool dashboard.”**

- Head of Procurement, Online Automotive Retailer



## The Solution: Data Transparency

To further strengthen its cost-saving strategy, the automotive company used TransImpact's Parcel Contract Negotiation services, which typically deliver 15%-40% savings for clients. Industry experts guided the procurement team in renegotiating carrier agreements, securing better rates, and eliminating unnecessary surcharges. The TransImpact team was proactive in identifying contractual loopholes and ambiguous language that previously worked against the company's interests. This strategic approach ensured they locked in the most competitive carrier rates available.

By leveraging both TransImpact products, the company was prepared for annual General Rate Increases (GRIs), avoided surprise cost hikes, and implemented a long-term strategy for keeping shipping expenses in check, reducing costs by 30.5%. With a more transparent and optimized parcel spend approach, the procurement team could focus on strategic initiatives rather than firefighting unexpected shipping costs.



## KEY RESULTS

- Over \$1 million reduction in parcel shipping cost savings through strategic contract negotiations
- Automated overcharge recovery by identifying and reclaiming cost discrepancies in carrier invoices
- Enhanced visibility into carrier pricing for proactive cost management and risk assessment
- Improved contract terms by securing favorable rates and minimizing unexpected surcharges
- Real-time cost tracking and analytics for better logistics decisions



## The Results: Shipping Optimization

## Driving Cost Savings and Operational Efficiency

With TransImpact, the automotive retailer gained full control over its parcel spend, ensuring long-term cost stability. Real-time data insights allowed for proactive decision-making, empowering the procurement team to track carrier charges, identify cost inefficiencies, and drive strategic savings.

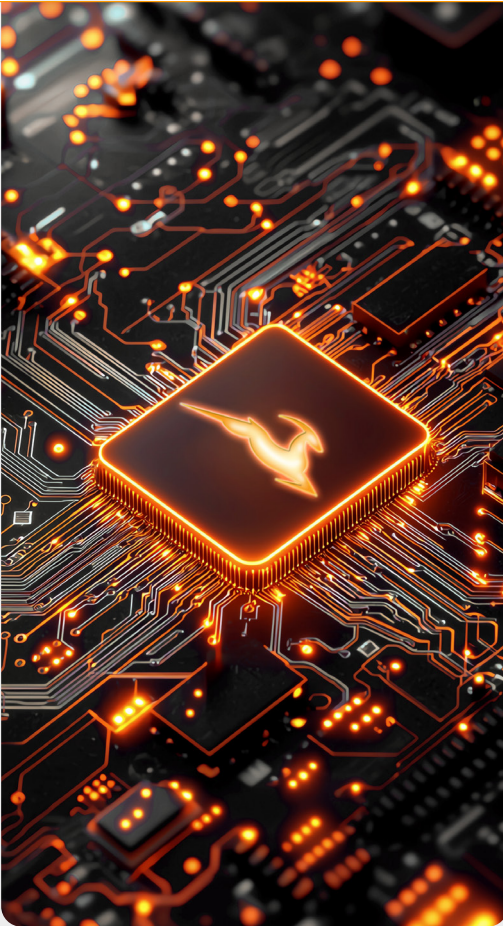
By automating overcharge recovery and leveraging expert contract negotiation, they significantly reduced shipping expenses and improved operational efficiency. The procurement team also benefited from increased confidence in contract negotiations, eliminating previous concerns about unfavorable terms and hidden fees.

Additionally, the TransImpact team provided ongoing support by proactively identifying potential cost increases and offering strategies to mitigate them before they impacted the bottom line. This level of service ensured the automotive retailer remained ahead of carrier pricing changes, avoiding unexpected financial strain.

## Automotive Retailer Positioned for Long-Term Growth

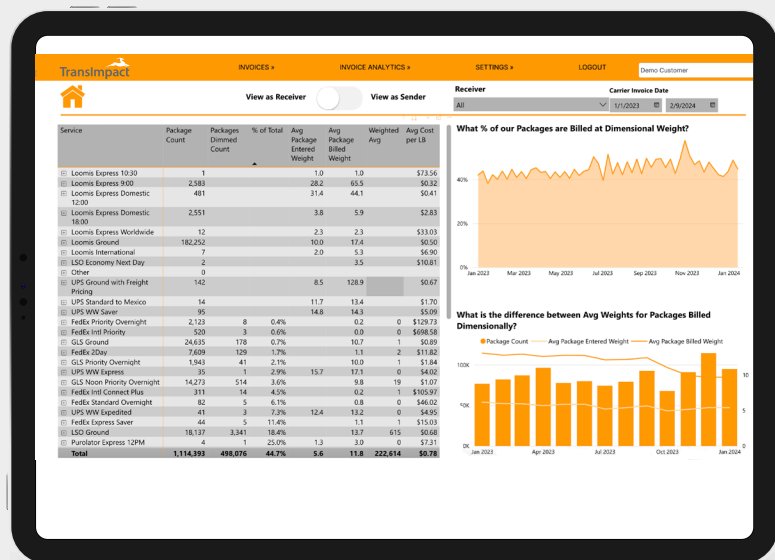
Through its partnership with TransImpact, the online automotive retailer optimized its shipping operations, reinforced financial strength, and streamlined carrier cost management. These improvements not only enhanced cost control but also allowed the company to focus on scaling its operations efficiently.

By leveraging TransImpact's advanced analytics and negotiation expertise, the online automotive retailer successfully mitigated rising shipping costs, securing a strong foundation for continued success in the online automotive market.



## About TransImpact

TransImpact is a leader in technology-driven supply chain optimization. Our industry-leading solutions in parcel contract negotiation, spend intelligence, and logistics cost management empower businesses to drive efficiencies, optimize costs, and improve financial performance. Trusted by companies managing over a billion dollars in logistics spend, TransImpact delivers real-time insights and strategic advantages to help organizations stay ahead in an ever-evolving marketplace.



## Find Savings Hidden in Your Shipping Costs

See how a free parcel rate analysis from TransImpact can uncover savings, improve contract terms, and help you take control of your shipping strategy.

Email us at **[sales-info@transimpact.com](mailto:sales-info@transimpact.com)**

**Get Started Now**