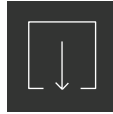




# CASE STUDY | PARCEL FRAUD



## The Problem

During initial Parcel Spend Intelligence training with a leading dental products company, some suspicious packages were identified. A couple of clicks revealed packages that just did not make sense.



## Creating Value

Those few clicks uncovered that an account dedicated to returns was being used for shipping packages to other places besides the return center or to trusted suppliers. What started out as one unusual package, quickly became a dozen, and then with a few more clicks of Parcel Spend Intelligence interactive reports, over \$36,000 of fraudulent packages was identified. The company's account had been hijacked and products had been fraudulently shipped all over the US for five months.



## Driving Next

How did it happen? It is not hard to get a UPS account number; you can get it off any UPS shipping label, as this nefarious shipper did. The real question is "How did this not get caught?" Like most shippers, in this company there is no way for anyone to take the time to comb invoices for these types of issues.

Parcel Spend Intelligence takes complex parcel data, from any parcel carrier, and provides powerful visualizations that expose exceptions, such as questionable shippers and receivers, high-cost packages, and unusual charges.

With Parcel Spend Intelligence, the problem was identified in seconds, and the data was well organized so that the fraud was easy to pinpoint and the tracking numbers easy to export and send to the carrier for credits.



## Raving Fan

Without Parcel Spend Intelligence, this large volume of fraud would have continued to be undetected. And if finally detected, it would have entailed a huge task to gather the details, to make sure every fraudulently shipped package was credited.



### \$3.1M

spend with major carrier



### \$36,000

in fraudulent shipping costs identified



### \$250,000

in fraudulent charges found across 150 shippers using Parcel Spend Intelligence