

Implementing PS/Ship Helps Firm to Recover 80% of Shipping Costs

A top 20 U.S. accounting and advisory firm was unable to recover the majority of its client-related shipping costs. That changed when it implemented PS/Ship.



This top 20 accounting and advisory firm* in the United States knows the challenges that come with running a business with a distributed footprint. Chief among them, the ability to properly tie costs to clients or projects efficiently and accurately, including shipping costs. That's where PS/Ship comes in.

Manual Billing Process Was Costing the Firm Time and Money

"Being an accounting firm, we operate the same way that most professional service firms operate, which means that everything is billable," says a manager with the firm's national procurement team. "Whatever we do, whether it's time or a postage stamp or travel, everything is billable."

The issue, however, was that it was difficult for the firm to effectively bill clients for shipping costs **"because when creating labels on the FedEx platform, there was no way to integrate and validate the client number with our time and billing system,"** she says. **This resulted in the majority of client codes being entered incorrectly when creating shipping labels.** Then when the shipping invoices arrived at the firm, which would consist of anywhere between 75 to 100 pages, **there was no way for the firm to correct data and bill the correct clients in a timely fashion.**

"Because there was no requirement for our users to accurately specify client numbers at the time the label was created, more than 70% of the client numbers that were entered were either wrong or improperly formatted," the manager says. **"We were eating more than 70% of the recoverable shipping costs and were only able to bill about 30% of the costs to clients at that point."**

Summary

Using PS/Ship, this firm was able to:



Recoup 80% of recoverable shipping costs by accurately matching shipped packages to client projects



Decrease invoice processing time from weeks to hours



Retain visibility of shipping activity for years instead of the three months typically offered by carriers

"PS/Invoice's automated invoice retrieval took our process from two to four weeks to a few hours ...
That's a huge, huge savings."

**MANAGER, NATIONAL PROCUREMENT TEAM,
TOP 20 U.S. ACCOUNTING AND ADVISORY FIRM**

Using PS/Ship, the firm now passes 80% of its shipping costs on to clients. "Now we only absorb about 20%. And when you're talking to professional service and accounting firms, that's very important."

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The firm was also incurring additional unnecessary expenses because of the extensive manual labor needed to sort through the ever-growing stacks of paper invoices, and the process of manually inputting the costs into their financial system. "That process would take two to four weeks to go through the invoices, do the billing and pay FedEx," she says.

Process Automation to the Rescue

After building the business case that her firm was paying for hundreds of thousands of dollars of what should be recoverable shipping costs every year, and spending hundreds of hours processing invoices, the manager decided to implement PS/Ship.

Using PS/Ship, users are able to reference an up-to-date list of available client codes to choose from, and they're required to provide one before the label is created. This ensures that the correct client or project will get billed for each shipping cost.

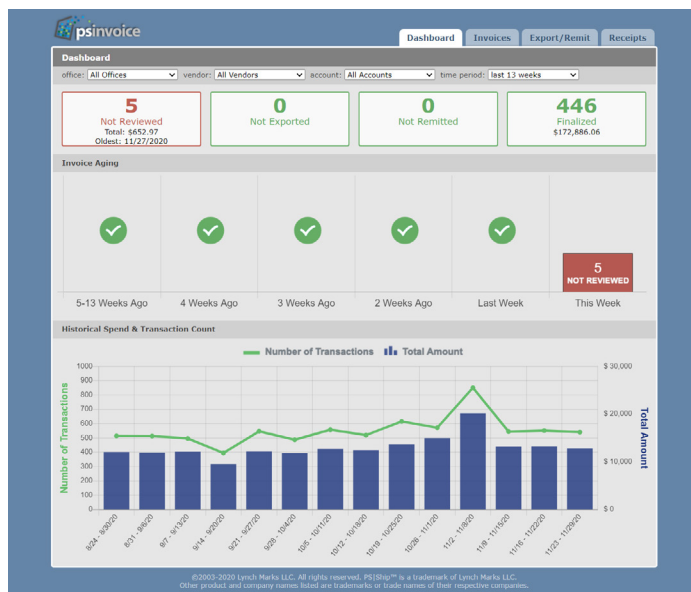
"This forced cost allocation, paired with PS/Invoice's automated invoice retrieval, took our process from two to four weeks to a few hours for us to get invoices in the system, paid, uploaded and pushed through to the clients for billing," she says. **"That's a huge, huge savings."**

Since the firm began using PS/Ship, 80% of its shipping costs are passed along to clients. **"Now we only absorb about 20%,"** the manager says. **"And when you're talking to professional service and accounting firms, that's very important."**

Increased Visibility and Cloud-Based Stability are Icing on the Cake

"When I found PS/Ship, I was like, 'this is my holy grail,'" the manager says.

In addition to alleviating headaches brought on by billing and invoicing issues, PS/Ship has several other features that help make every step of the firm's shipping process run smoothly. **Among those features is the overall stability of PS/Ship's cloud-based**



By using PS/Ship and PS/Invoice, this firm recouped 80% of recoverable shipping costs by accurately matching shipped packages to client projects.

software. The software worked as expected, training and rollout were easy and the users quickly adopted it.

"You've got all your different tools and software that you use to run your business, and every single one of them has gremlins," she says. **"But PS/Ship doesn't, which is great for me because I don't take the heat anymore."**

PS/Invoice's user-friendly dashboard is also far superior to vendor platforms when it comes to viewing in-depth invoice data. Managers have complete visibility into the status of hundreds of invoices working their way through the billing and payment process, ensuring costs are billed in a timely fashion, which increases cost recovery and avoids late fees from shipping carriers.

"Another pain point for me as an administrator was the lack of visibility that we had using the carrier-provided solution," the manager says. **"FedEx at that time only had three months of tracking data, but PS/Ship has always showed us many years of shipping and delivery history. And, while other platforms didn't help users make good choices for delivery based on speed/cost, with PS/Ship users are guided through the process, making it easy to make the best decisions when it comes to price and delivery time."** Built-in prompts remind users when signatures are not needed and when less expensive options are preferred, saving clients money.

Beyond the features of the software, the manager says that PS/Ship's customer service is top notch. **"Out of all my vendors, they are the top response customer service,"** she says.

PS/Ship offers a **fully integrated shipping and invoice management solution** that delivers enhanced package tracking, streamlines invoice processing and cost allocation, and provides a consolidated dashboard of real-time analytics.