



Case Study

*Mar-J Medical Supply
Decreases Shipping Costs With
3PL Freight Services*



Overview

Owned and operated by industry professionals with more than **20 years of direct experience** in providing customers with all types of home medical equipment. Our specialty has grown to a full line of products ranging from ultra-light wheelchairs and ambulatory aids to urological supplies, ostomy and wound care.

Benefits



Higher savings capture rate



Lower service fees



Increase in **shipping data**

Business Challenges



Paying too much on service fees to existing shipment auditing service provider.



Not capturing all refunds due to a limited scope of audit performed by provider.



Limited amount of time to manage auditing internally.

Solution



3PL Freight Services demolishes high service fees and brings dynamic automation, virtual transparency and astounding efficiency to the shipment auditing space. Performing a comprehensive audit on individual shipments ensures a maximum refund returned to your business.

Situation

MAR-J Medical Supply was working with a competing shipment auditing service provider when connected with 3PL Freight Services. The audit and being performed seemed like a success. Upon analysis, however, the fees being charged to MAR-J Medical by the service provider included refunds that were in fact delivered back to the customer automatically by the carriers, resulting in higher service fees assessed on the account.

The audit being performed lacked scope. Many potential refunds were being missed and the outcome of higher spend on shipping was apparent. 3PL Freight Services showcased this as part of the onboarding process. **“It was an interesting discovery,”** explains Jason Housenbold, President at MAR-J Medical, **“to learn that we were overpaying our shipment auditing service provider and not collecting refunds.”**

When the opportunity arose to make the switch to the 3PL Freight Services shipment auditing and automated recovery platform, Housenbold seized it. He deployed 3PL Freight Services in the spring of 2016.

Results



32% more refunds
each week



Better visibility on
shipping data



50% lower service
fees



Because we were being overcharged by our previous auditing company and missing refunds, we made the switch to 3PL Freight Services. We now get more refunds and pay less, which ultimately saves us more on shipping.



Jason Housenbold
President

Next steps

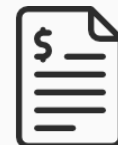
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