



Case Study

*KNOW Foods Gets Fresh
Refunds Delivered Weekly With
3PL Freight Services*



Overview

KNOW Foods might have its roots in Atlanta, but its non-GMO, grain-free food products have made their way onto kitchen tables nationwide. KNOW Foods helps health-conscious consumers achieve their diet and fitness goals by producing delicious, natural alternatives to traditional, grain-based foods.

Whether it's innovating for the next dairy-free snack or creating the next-best flavor portfolio, KNOW Foods has no time to waste weeding through individual shipment invoices looking for mistakes. When product needs to move fast, KNOW Foods needs a reliable service that moves even faster when identifying shipment overcharges, filing claims and securing refunds.



Benefits



An **intuitive interface and detailed weekly reports** show exactly where refunds originated.



3PL Freight Services **automatically verifies refunds** and even manages the claims for lost and damaged shipments.



3PL Freight Services **boosts efficiency and enhances accuracy** across shipping processes.

Business challenges



As a rapidly expanding business, KNOW Foods wants to **streamline workflows** and ensure it retains every possible dollar deserved.



Limited amount of time to **manage auditing internally**.



Shipments are moving swiftly out the warehouse doors, but a **lack of accurate tracking and auditing** has set KNOW Foods back.

Solution

3PL Freight Services demolishes high service fees and brings dynamic automation, virtual transparency and astounding efficiency to the shipment auditing space by performing a comprehensive multipoint audit on individual shipments to ensure maximum refunds are returned to your business.



Situation

David Caron, head of Strategic Marketing and Partnerships for KNOW Foods, has a passion for getting tasty foods with all-natural ingredients into the hands of KNOW Foods customers. When the KNOW Foods team was attempting to reconcile carrier billing mistakes on their own, Caron wasn't certain they were receiving the maximum amount of refunds back into their account.

As shipping activity accelerated, Caron knew he needed a solution that would increase operational efficiencies at a minimal risk to the business. After deploying the world-class technology offered in 3PL Freight Services, not only has KNOW Foods saved 10% on shipping invoices but KNOW Foods was able to reassign efforts to focus on higher-level priorities.



Results



\$1,600 refunds found in the first week.



Saved **3 hours filing lost and damaged claims** each week.



5 figure savings each year.

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“What impresses me most about 3PL Freight Services, other than its powerful technology, is its emphasis on customer care. It eases my mind knowing I am working with a company I can count on to save me the most on shipping.”

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David Caron, *Head of Strategic Marketing and Partnerships for KNOW Foods*

Benefits



Real-time access to shipment data, delivery costs and refunds that provide KNOW Foods with greater transparency.



No steep startup fees or dreaded monthly subscription costs.



Significantly **cut the time spent checking shipping invoices** for errors and increased the time spent catering to customers and providing the best product possible.

About 3PL Freight Services

3PL Freight Services is a world-class tech solution architected to increase savings on shipping. Auditing shipments, filing lost and damaged claims and optimizing carrier agreements ensures the maximum amount of refunds are returned back into businesses, where they belong.

Take the next step to secure savings



Start your free 30-day trial. No credit card or software download required.



Schedule a meeting or demo. We'd love to discuss how 3PL Freight Services can help you.



See your potential savings. Upload recent shipping invoices to get a free report.