

Case Study

Global Automotive Parts Distributor

95% of Refund Claims Recovered

TransImpact's Freight Audit & Pay Bringing Stronger Margins

By replacing a manual, error-prone audit process with TransImpact's automated parcel auditing, a global automotive parts distributor reclaimed shipping credits on 95% of eligible packages — and cut total parcel spend by 5%.



INDUSTRY

Global Automotive Parts Distributor

PRODUCTS USED

Freight Audit & Pay

REFUND RESULT

95% refund-claim success rate

SPEND RESULT

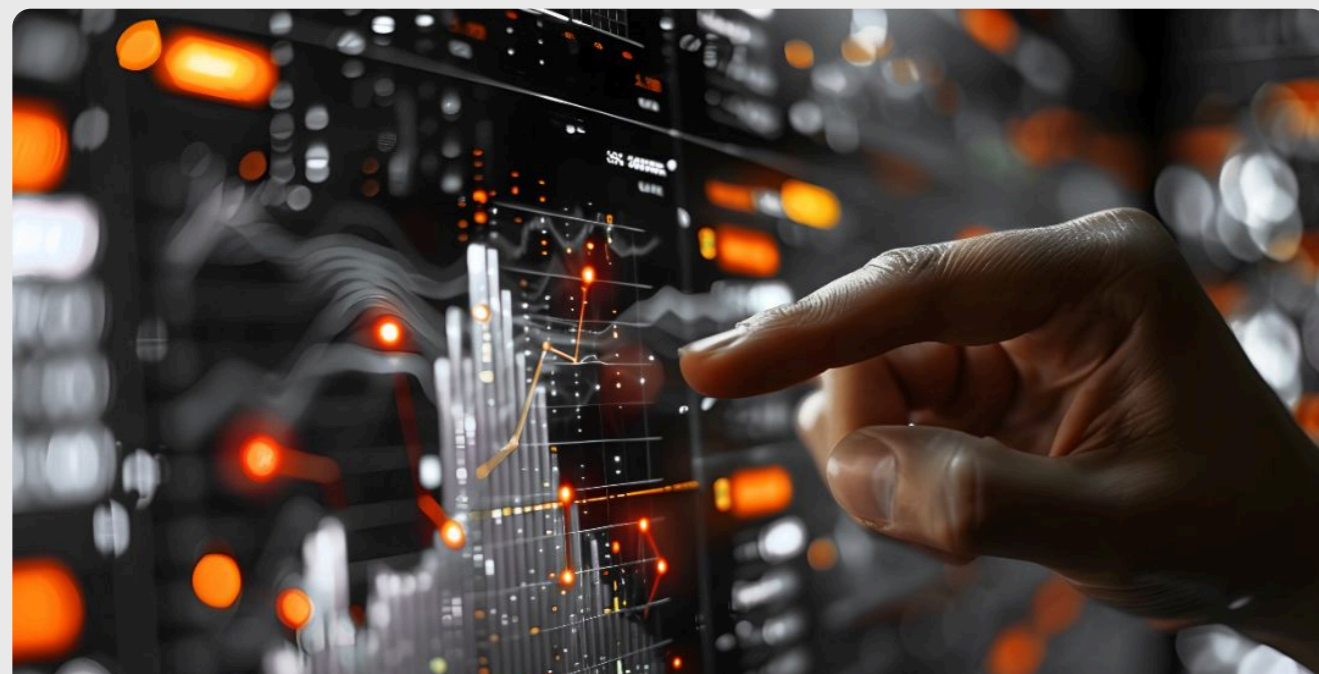
5% reduction in total parcel spend

The status quo was costing them twice.

The refunds they were owed and never collected, and the credibility hit from claims that should never have been filed.

They needed an audit partner who could:

- Identify every refund-eligible shipment, automatically.
- Submit only the claims that would actually hold up to carrier scrutiny.
- Recover the money without burning the carrier relationship.



The Challenge

Manual wasn't working, bad claims were being submitted.

A global automotive parts distributor ships replacement components to customers in every major market. At that volume, delivery exceptions — late deliveries, lost packages, service failures — happen every month. They add up to real money. Reclaiming it is another story.

The distributor's team had been trying to catch refund-eligible shipments by hand. With tens of thousands of packages moving daily, the manual review was incomplete by design. Even the shipments they did flag required hours of follow-up to assemble the proof carriers demand.

Worse, the previous auditor had been submitting bad claims. The shipping carriers pushed back with notices for false refund requests — eroding the carrier relationship the distributor had spent years building. The status quo was costing them twice: the refunds they were owed and never collected, and the credibility hit from claims that should never have been filed.

The Solution

A Single Source of Truth

The distributor partnered with TransImpact, a leader in all-mode **Freight Audit** and **Freight Audit and Pay**. TransImpact's proven audit methodologies, combined with next-generation tools, were the right fit for the scale and the precision the client needed.

With TransImpact in place, every shipment is automatically audited for service failures and billing errors. Eligible refund claims are identified, packaged with carrier-ready documentation, and filed — without the



distributor's team chasing invoices or assembling paperwork. Claims that wouldn't survive carrier review are filtered out before they're ever submitted.

The result is an audit pipeline that runs in the background, surfaces only the refunds the client is genuinely owed, and presents them in the exact format the shipping carriers require.

The Results

Enhancing Visibility and Efficiency with AI-Powered Planning Tools

TransImpact's audit gave the distributor accurate, actionable visibility into every refund-eligible shipment in their network.

- The claim-success rate climbed to **95% of submitted packages** — refunds the distributor had been leaving on the table.
- The carriers stopped issuing false-claim notices. Since switching to TransImpact, **the distributor has received zero.**
- **Total shipping spend dropped by 5%**, with recovered shipping credits flowing straight to the bottom line.

Hold them accountable. Make the carriers give it back. It's your money.

TransImpact

Key Results

95%

refund-claim success rate on eligible packages

5%

total reduction in parcel shipping spend

Zero

false-claim notices from carriers since launch

- ✓ **Fully automated** identification of delivery exceptions across every shipment
- ✓ **Carrier-ready** claim documentation, formatted to shipping carrier requirements

[Talk with an Expert](#)

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.



Know What's Hurting Your Margins — and How to Fix It

See exactly where to cut costs, improve performance, and gain control across shipping and supply chain operations.

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