



SUMMARY

A leading retail fixtures manufacturer unknowingly absorbed customer shipping costs, lacking visibility into its \$3.3 million annual parcel spend. With TransImpact, the company uncovered hidden charges, corrected billing practices, and gained stronger accessorial discounts—reducing parcel costs by 22% and restoring control over shipping operations despite limited resources and intermediaries.



INDUSTRY:

Retail Fixtures Manufacturing



HEADQUARTERS:

Twinsburg, Ohio



EMPLOYEES:

500+



PRODUCTS USED:

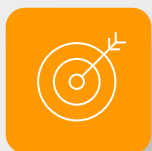
Parcel Spend Intelligence &
Parcel Contract Negotiation

TransImpact Helps Reduce Hidden Costs and Achieve 22% Parcel Savings

This retail fixtures manufacturer supplies display systems, shelving, and in-store merchandising products to some of the largest retailers in North America. Standard industry practice dictates that retailers cover shipping for fixture deliveries.

However, a miscommunication between carriers and retail customers—and a critical misclassification that treated the company as a product shipper instead of a fixture provider—forced the manufacturer to absorb costs that should have been billed to its customers.

Without dedicated logistics resources or visibility into parcel invoices, the issue went undetected until a new logistics leader engaged TransImpact. Using advanced analytics and expert support, TransImpact exposed the problem, corrected the billing process, and unlocked significant carrier discount improvements.



The Challenge: Lack of Visibility



KEY RESULTS

- \$3.3 million annual parcel spend analyzed
- 12.5% minimum cost reduction projected pre-engagement
- 22% actual cost reduction realized
- Improved discounts on key accessorials and DIM charges
- Strengthened retailer shipping relationships



The Solution: Improved Rates & Discounts

From Invisible Costs to Controlled Parcel Spend

TransImpact delivered actionable intelligence and support to help the retail fixtures manufacturer:

- Identify hidden charges and overpayments to big-box retailers
- Gain full visibility into parcel invoices through advanced analytics
- Clarify carrier policies for fixture providers vs. product shippers
- Strengthen relationships with retailers and intermediaries
- Secure improved carrier discounts and negotiated accessorial terms

With data-driven insights and expert guidance, the manufacturer reduced parcel shipping costs by 22%, established fair billing practices, and gained lasting control over their parcel network.



See What Your Contracts Might Be Hiding

A free parcel rate analysis could uncover millions in missed savings.

Get Started Now

About TransImpact

TransImpact is a leader in technology-driven supply chain optimization. Our AI-driven 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.

