



FREIGHT BILL AUDIT & PAYMENT: MINING DATA INSIGHTS

supporting documents and auditors' notes," Snavelly says.

The exception management solution also provides a forum for online communication, facilitating collaboration and helping the parties reach a final disposition—without multiple rounds of phone calls and emails.

Along with electronically processing more than 90% of invoices, nVision employees remain focused on developing new, more efficient ways to receive invoices electronically, rather than through the mail.

"Recipients can receive invoices more quickly and cleanly, and with greater visibility to shipment data," Snavelly says.

For instance, nVision's solutions support the use of APIs, ANSIX12, and EDIFACT interfaces, to electronically capture data. While nVision continues to work with electronic data interchange (EDI), by also supporting APIs, it's able to more efficiently send complete shipment documentation.

nVision also is providing greater integration through its TMS systems, offering shippers a way to efficiently execute shipments and gain visibility.

WATCH YOUR FOOTPRINT

Business intelligence and analysis continue to be primary initiatives at nVision, which regularly adds to its suite of analytical tools.

For instance, it has begun providing companies data on their carbon footprint, drawing from the transportation mode used and the length of the haul. "It may be small, but this ability may lead to reductions in carbon footprints," Snavelly says.

Clients new to nVision typically save between 9 and 12% of their transportation spend. "We try to position ourselves as being part of our customers' logistics and accounting departments, rather than just a vendor," Snavelly says. "We help them optimize transportation function and reduce costs."

SUNSET TRANSPORTATION GAINING FULL VALUE FROM FREIGHT INFORMATION

Sunset Transportation's commitment to its customers is shown in its resolve to deliver on five promises: savings, visibility through technology, data-driven decisions, continuous improvement, and relationships. From its founding in 1989, Sunset, based in St. Louis, Missouri, has focused on helping customers drive efficiency in their shipping and logistics operations. It has offices and agents across the country and customers who ship around the globe.

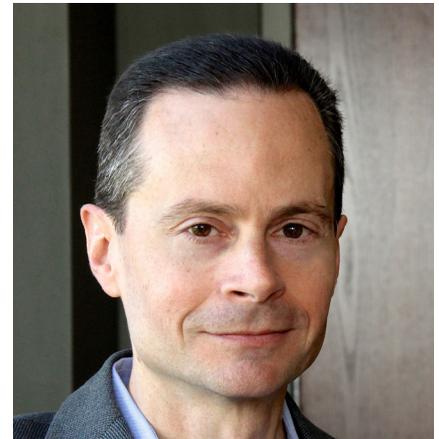
At its start, Sunset Transportation focused on specialty services such as LTL and diverse product hauling. As its business grew, Sunset automated its freight audit and payment processes, boosting billing efficiency and back-office customer support.

Among other services, Sunset now offers freight bill processing, audit, and discrepancy resolution. Its customers span multiple sizes and industries, from mid-sized local businesses to Tier 1 automotive suppliers.

"Companies want a solution for all their freight, as well as combined visibility across all transportation types," says Mark Cammarata, chief financial officer. "They want their data available to extract and merge into their existing systems. They also want options to consume their data in ways that fit their current processes."

To that end, PayLOGIK, Sunset's freight audit and payment system, handles all transportation modes, providing freight invoice and data management in a configurable customer dashboard. Sunset's flexible reporting capabilities enable customers to tailor reports to their needs.

In addition, many customers gain full value of their freight information by importing data directly into their



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**-MARK CAMMARATA
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SUNSET TRANSPORTATION**

own systems. "They can then merge their freight information with other operational data to support more comprehensive decision-making," Cammarata says.

And while Sunset offers integration options, customers can also complete essential functions by logging into Sunset's website to review and approve their invoices, perform research, and access their data, among other functions.

CUSTOMIZED IMPLEMENTATION

When Sunset begins to work with a new client, it follows a comprehensive, yet customizable implementation guide. "Our process is very flexible and tailored to the specific needs of each customer," says Susan Vogler-Wesp, controller.

Sunset will gather, for instance, a sample of the freight bill history to understand the customer's transactions and present ideas on how they can best use their data. The Sunset team also will work through any reference fields or extra data they want to capture, as well as their audit requirements



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and expectations.

“The goal is to create a robust freight database that facilitates business decisions,” Vogler-Wesp adds. Depending on the complexity and resources available, companies can get up and running in as little as four to six weeks.

Sunset’s model to achieving transportation savings differs a bit from the industry’s, Cammarata says. Many companies tend to quote between 2 and 5% potential savings, with the provider sometimes paid a portion of the savings they identify. “Under that model however, the provider actually benefits when billing errors continue to be made,” Cammarata says.

While Sunset also identifies mistakes, it then works with the carrier to rectify them, so future billings are correct. “This brings efficiency and confidence to the table and improves the relationships of all parties,” Cammarata says. “Our model is built on process improvement, not catching repeated mistakes.”

Often the real savings come from more efficiently processing transactions, leaving customers additional time to handle functions that are more central to their core business.

TRANS AUDIT MORE THAN MONETARY BENEFITS

Trans Audit, the world’s largest global freight and parcel post audit specialist, utilizes its information-rich approach to maximize monetary refunds, but more importantly provides financial and process improvement insights obtained in the post audit process to its client base of Fortune 500 and Global 1000 entities.

With analysts in six U.S. offices, as well as Europe, Singapore, and China, Trans Audit has been in operation for more than 40 years and employs subject matter experts in all modes of transportation.

“A TRULY CONSULTATIVE POST AUDIT SHOULD DELIVER MORE THAN JUST MONETARY BENEFITS; IT SHOULD ALSO PROVIDE CONTINUOUS IMPROVEMENT AND INSIGHT INTO EACH CLIENT’S PAYMENT PROCESSES AND SUPPLIER RELATIONS. OUR ULTIMATE OBJECTIVE IS TO DELIVER A NON-INTRUSIVE, CLIENT-FOCUSED, INFORMATION-RICH, HIGH-ROI SERVICE.”



**—CHAD W. KENNEDY, IV
PRESIDENT
TRANS AUDIT**

Trans Audit’s unparalleled capabilities for data receipt, processing, analysis, and claims generation enable it to recover more overpayments and identify more cost reduction opportunities compared to internal or competitive reviews.

UNCOVERING HIDDEN VALUE

Trans Audit uncovers and recuperates hidden value and funds in paid transportation bills. “We focus solely on a true global, multimodal post-payment audit,” says Vikki L. Van Vliet, senior vice president of sales and marketing. “Trans Audit’s post-payment audit unobtrusively operates after freight audit and payment providers and internal audits.

“We identify and recover both overbilling and overpayment errors, and provide a secondary level of insurance, especially as carrier billing and human errors are commonplace,” adds Van Vliet.

Trans Audit identifies and recovers money for errors in freight rates, accessorials, distance, discounts, currency conversions, classifications, fuel, and more. It also uncovers payments to wrong parties, multiple payments, and incorrect payment

ownership—that is, bills or portions of bills that clients paid even though they were not responsible for them.

Trans Audit operates purely on a contingency, or benefit-sharing basis, whereby Trans Audit earns a percentage of the recoveries it ascertains.

“We audit for payment accuracy and ownership, as well as tariff and contract compliance to ensure that all clients’ invoices are billed and paid correctly,” says Van Vliet.

Trans Audit also performs a logistical trend analysis to identify recurrent anomalies, confirm that accessorial charges make sense, and clients actually received the benefit of the services billed.

Trans Audit’s simple, swift, and straightforward post audit onboarding process typically takes weeks rather than months. Trans Audit directly and independently obtains data from pre-audit companies, carriers, 3PLs, or 4PLs its clients employ, as well as from clients’ ERP, TMS, or other systems.

Trans Audit’s primary objective is to minimize the level of client resources necessary to commence and support the post audit process, while simultaneously maximizing each client’s returns.

Trans Audit’s dedicated carrier relations department submits, coordinates, and resolves refund claims collaboratively with all carriers, with little or no client involvement. As a result, clients find the post audit and claim resolution process, as well as ongoing support, to be efficient and non-resource intensive.

“Carriers deliver our clients’ products, and also deliver our ‘end product,’ which is refunds, hence, it is critical to protect our client’s and our relationship with the carrier,” says Susan Ashley, director of carrier relations.

PROCESS IMPROVEMENT

TransPortal™, Trans Audit’s proprietary and robust cloud-based claims analytics system and query tool, provides every client the ability to monitor, manage, and improve payment processes, and