

Revolutionizing Freight Rate Management in Retail

The Challenge

Our client, one of the nation's largest and most influential retailers, faced significant logistical hurdles that were impacting operational efficiency, vendor relationships, and stakeholder confidence. With annual freight expenditures surpassing hundreds of millions of dollars, the company grappled with outdated processes and fractured supply chain visibility.

Key Issues:

Fragmented Rate Submissions: The retailer received rate proposals in a variety of formats—Excel spreadsheets, PDFs, emails, and even handwritten notes—from dozens of logistics vendors. These disparate formats required their internal teams to manually input each rate into a legacy system, a time-consuming and error-prone process.

Vendor Contract Discrepancies: The lack of a centralized, automated system led to frequent disagreements with vendors. Discrepancies in shipping rates and terms were common, straining relationships and delaying critical shipments.

Sustainability Failures: The retailer had publicly committed to ambitious sustainability goals, yet inefficiencies in freight operations caused them to miss key benchmarks. This failure contributed to a decline in stock price as investors questioned the company's ability to deliver on ESG (Environmental, Social, and Governance) promises.

Rate Overpayments: Without visibility into current market rates, the company consistently overpaid for shipping. This lack of market intelligence translated to millions of dollars in unnecessary expenses.

The Challenge

- Fragmented Rate Submissions
- Vendor Contract Discrepancies
- Sustainability Failures
- Rate Overpayments

The Solution

- Automated Rate Aggregation
- Amendment Guard for Contract Accuracy
- Sustainability Reporting
- Market Visibility & Dynamic Benchmarking

The Result

- Operational Efficiency Gains
- Improved Vendor Relationships
- Sustainability Success
- Significant Cost Savings



The Solution

To address these challenges, Ship Angel deployed a comprehensive suite of tools tailored to streamline the retailer's freight rate management processes.

Automated Rate Aggregation: Ship Angel's platform seamlessly ingested rate data from multiple formats and sources, automatically standardizing and uploading the information into a centralized dashboard. This eliminated the need for manual data entry and reduced human errors by up to 85% within the first quarter of implementation.

Amendment Guard for Contract Accuracy: With Ship Angel's Amendment Guard, the retailer gained the ability to quickly scan and compare dense contract documents. The tool flagged discrepancies between vendor submissions and agreed-upon terms, allowing procurement teams to resolve issues proactively rather than reactively.

Sustainability Reporting: Ship Angel provided detailed sustainability analytics, highlighting the environmental impact of various shipping routes and methods. The platform recommended greener shipping options that aligned with the retailer's ESG goals.

Market Visibility & Dynamic Benchmarking: By leveraging AI-driven market insights, Ship Angel gave the retailer real-time visibility into current freight rates. This empowered procurement teams to negotiate better deals, ultimately driving down costs.

The Results

Within just six months of partnering with Ship Angel, the retailer experienced transformative outcomes:

Operational Efficiency Gains: Automated rate aggregation reduced manual data entry time by 90%, allowing the logistics team to focus on strategic tasks rather than administrative burdens. One logistics manager noted, *"What used to take us weeks now takes just a few hours."*

Improved Vendor Relationships: With Amendment Guard flagging contract discrepancies before they became disputes, vendor relationships saw a marked improvement. The company reported a 35% reduction in contract disputes, fostering greater collaboration with key shipping partners.

Sustainability Success: By optimizing routes and selecting eco-friendlier shipping methods, the retailer achieved a 20% reduction in carbon emissions across its supply chain. This progress was publicly recognized in the company's annual ESG report, contributing to a 4% rebound in stock price.

Significant Cost Savings: With access to real-time market data, the retailer renegotiated contracts with several key vendors, resulting in a 6% reduction in freight expenses—equating to tens of millions of dollars in annual savings.

Conclusion

Ship Angel's innovative rate management platform not only addressed the retailer's immediate operational challenges but also positioned the company for long-term success. By streamlining processes, strengthening vendor relationships, and enhancing sustainability efforts, Ship Angel proved to be an invaluable partner in the retailer's journey toward a smarter, more efficient supply chain. This case study underscores Ship Angel's commitment to delivering unparalleled solutions that drive real business results for enterprise clients.



About Ship Angel

Ship Angel is a cutting-edge rate management platform designed to streamline logistics operations for BCO shippers. Focused on solving complex supply chain challenges, Ship Angel provides innovative solutions for rate management, amendment guard, invoice auditing, AI and sustainability reporting. At the heart of Ship Angel is its AI-driven technology, which empowers shippers to manage rates more efficiently, ensure contract accuracy, and optimize cost savings. With a commitment to transparency and efficiency, Ship Angel's platform helps companies avoid costly delays and disruptions, making it an invaluable tool for managing the modern supply chain. Driven by a vision to revolutionize logistics, Ship Angel works closely with clients across various industries. By offering personalized support and advanced tools, Ship Angel helps companies stay ahead in an ever-evolving global trade environment.

For more information, [book a Ship Angel Demo](#)

20.6M

Rates
Processed

4.25M

Port
Combinations

3-5%

Savings in
Freight Spend

0

Need For BPO
Centers

