



Package Delivery Audit Service Turning Shipping Expense into Business Margin

Companies spend a premium to insure that clients receive packages, parcels, and documents rapidly and efficiently in order to achieve customer satisfaction goals. Many of these deliveries do not occur on time.

When your customer receives your package and is happy with the service you provided, should you care if the package was delivered a couple of minutes late? *Absolutely!*

Package delivery companies consistently deliver late and are betting that you don't notice or don't care. Why? Because a late delivery entitles you to a full refund of the freight charge!

Here are some facts to consider:

- Over \$1 Billion in credits annually are left unclaimed
- You are entitled to a refund of freight charges if your package is not delivered on time
- Freight charges can be 60% or more of a package delivery cost
- Requests for refunds must be submitted in a special format. If you make a mistake, your refund is rejected and cannot be resubmitted
- Refund requests must be submitted within a certain time period after delivery takes place or you lose your right to a refund
- Blackout periods for delivery guarantees limit your ability to obtain refunds
- Each carrier has different rules, regulations, and submission policies for refunds
- Carriers make the process and procedures difficult in order to discourage refunds
- Manifest credits can be substantial, especially if you are an internet retailer
- In less than a week you start receiving the refunds you're entitled to

Manifest charges are another area where credits are due. When package information is input and shipping labels are printed you are charged for that shipment. If you decide not to ship that package you are entitled to a refund, but this rarely occurs.

The Paxton Group audits your manifest and package deliveries, automatically determines if delivery time commitments are violated and accurately submits all refund requests on your behalf, *at no cost*. We share a percentage of the refunds you receive (if any) so there's no risk. **Win-Win!**

Start receiving the credits you deserve *today* by contacting The Paxton Group at 508-798-6520 or by email at sales@paxtongroup.net