

CASE STUDY:

FedEx Shipping as a Service



CHALLENGE

Many businesses are constantly faced with **complicated accounting work flows** for recovering their costs on shipping. Each day ABC Imaging Managed Print Services (MPS) clients use FedEx to ship blueprints, documents, contracts, and project plans for review and/or approval. In most cases, each of these packages must be allocated to a specific project code for proper billing and reimbursement. At the end of the month, an invoice is sent to the client by FedEx triggering a **time-consuming four-step process** that can take employees several days work through.

Current process:

- Step 1 Disseminate FedEx invoices and assign them the correct project codes
- Step 2 Separate, copy and distribute to the respective Project Managers for review and approval
- Step 3 Audit the FedEx invoices for any charges, modify as required
- Step 4 Enter charges individually into the billing system for reimbursement upon invoicing

ABC IMAGING'S SOLUTION

As an expansion to its MPS services, ABC Imaging endeavored to create a technologically driven solution that could accurately capture FedEx charges for individual projects creating a more cost-efficient work flow. Utilizing ABC Imaging's custom applications and software **Alpha Cost Recovery** and **Enterprise Explorer (EE)**, the process now enables customers to have an immediate, automated work flow that accurately tracks and bills FedEx charges for each billing cycle. Leveraging the on-site MPS personnel allowed ABC Imaging to integrate all shipping and package requests into the system and manage the tracking and billing as part of customer's MPS contract. Billing of printing, shipping and overnight delivery charges can now all be placed directly into the billing system through EE allowing for immediate reconciliation of charges to the proper project code.

RESULTS

- 1 ABC Imaging clients have realized a 30% cost savings in both indirect and direct costs** and have improved cash flow by expediting the billing cycle for reimbursement. ABC Imaging maintains clients' current volume discount with FedEx, at no additional cost.
- 2 Clients save time by eliminating their tedious four-step process.**
- 3 Clients no longer worry about getting packages where they need to go.** On-site ABC Imaging **MPS Managers provide full support for packaging, coordination and tracking of deliveries.** They log in shipping requests, coordinate pickups and track packages.

ABC Imaging is always on the cusp of innovation and technology. We can help you create **a unique and enhanced user experience** by providing a variety of cutting-edge printing services and creative product solutions. We use our creativity and experience for your unique project needs. **Contact us today!**

ABOUT ABC IMAGING

ABC Imaging continues to be the leading provider of innovative printing solutions and unique services. It has grown to operate stores at more than 35 locations globally and employs more than 500 people. With our focus on innovative solutions, from print-on-demand to 3D printing and from on-site print management to building wraps, ABC Imaging has a simple mission—"Impress Every Client, Every Time."

TO LEARN MORE

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