

CASE STUDY

Case Study: Eliminating a Hidden \$1.6M Carrier Billing Error for a National Automotive Parts Leader

Industry: Automotive Parts & Distribution (National Retailer)

CHALLENGE

A nationally recognized leader in automotive parts and distribution moves high-volume parcel shipments across thousands of store and customer destinations every day. With such scale, even small deviations in contracted carrier rates can quickly compound into significant financial exposure.

Despite having a long-standing carrier agreement and internal audit processes, the company suspected that something in their parcel billing “didn’t look quite right” with Extra Hours shipments. However, without the tools to trace the issue back to rate-level logic, they had no concrete data to validate the concern.

OUR APPROACH

Using our advanced audit capabilities, we ran a granular rate comparison across their weekly parcel activity. The audit identified a significant discrepancy: Extra Hours shipments were not receiving the contracted discounts. Instead, the carrier was consistently billing full, published pricing for transportation charges.

This error had gone undetected by the client across millions of shipments – but Reveel’s Shipping Intelligence Platform caught it.

RESULTS

Once validated, the error was elevated to the carrier which led to a full correction of the billing logic moving forward. The carrier also issued credits to the client for what they had been overbilled.

KEY OUTCOME

Our audit uncovered approximately \$1.6 million in overbilled charges tied directly to the incorrect application of Extra Hours discounts.

This discovery delivered immediate financial clarity and strengthened the customer’s internal controls which created better contract governance going forward.

IMPACT

- **\$1.6M in identified overbilling** due to misapplied Extra Hours rates
- **Billing correction** implemented by the carrier
- **Improved transparency** across accessorial logic and discount application
- **Stronger contract compliance** and confidence in future invoicing

“We always believed our data was clean, but this audit uncovered something our internal teams and even our carrier missed. Identifying and correcting this issue has had an immediate financial impact and gave us far more confidence in our parcel spend.”

— Vice President of Transportation, National Automotive Parts Retailer



Reveel is the leading Shipping Intelligence™ Platform that enables companies to level the playing field with FedEx and UPS. With over 17 years of parcel agreement management expertise and over \$8Bn spend under management, the company provides actionable insights to help customers make smarter business decisions and have peace of mind. Reveel helps shippers leverage the power of data science and peer comparison data to capture significant ROI and improve their competitive advantage.

Request a demo today to see how you can leverage automation to synthesize your data, ship more for less, and reduce the time needed to identify issues and action items.

[Get a Demo](#)



REVEELGROUP.COM