

How a Compounding Pharmacy Took Control of High Stakes Transportation Spend with Reveel's Shipping Intelligence

BACKGROUND

A fast growing compounding pharmacy was shipping customized, patient specific medications nationwide. Many shipments required strict temperature control, short transit times, signature confirmation, and zero tolerance for delays. As volume grew, so did transportation complexity.

The pharmacy relied on a mix of parcel and specialty carriers to meet service requirements, but visibility into true shipping costs was limited. Rates were negotiated at the contract level, yet leadership had no clear way to confirm whether those rates were actually being applied. Accessorial charges, failed deliveries, and temperature related service failures were quietly inflating spend.

With margins under pressure and regulatory scrutiny high, the pharmacy needed a way to manage transportation spend without compromising patient safety or service levels.

THE CHALLENGE

Transportation decisions were being made without full cost or performance visibility.

Key issues included:

- Premium services were often used by default rather than by necessity
- Temperature controlled shipments incurred frequent accessorial charges that were difficult to audit
- Failed delivery attempts created reshipments and patient risk
- Finance teams lacked confidence that billed rates matched negotiated agreements
- Operations teams could not easily connect shipment cost to medication type, service level, or destination

The pharmacy needed a solution that respected the clinical reality of compounding while bringing discipline to transportation economics.

REVEEL'S SHIPPING INTELLIGENCE APPROACH

Reveel's Shipping Intelligence was implemented as a visibility and spend management layer across the pharmacy's parcel and specialty carrier network.

The engagement focused on three priorities.



Rate Integrity and Audit Automation

Reveel's Shipping Intelligence automated invoice auditing was used to ensure every shipment was billed according to contracted terms. This included validation of:

- Service level charges
- Fuel and temperature related accessories
- Address correction and delivery failure fees

Discrepancies were identified automatically and claims were filed without adding workload to pharmacy staff.

Service Level Intelligence

Rather than forcing a one size fits all approach, Reveel's Shipping Intelligence connected shipment cost to clinical context. By integrating order and shipment data, the pharmacy could see:

- Which medications truly required next day or same day service
- Where two-day service met stability and patient expectations
- How temperature control requirements impacted total landed cost

This allowed operations teams to confidently right size service levels while maintaining compliance and care standards.

Carrier Strategy and Risk Reduction

Reveel's Shipping Intelligence analytics revealed where carrier performance varied by region, lane, and service type. This data supported a smarter multi carrier strategy that reduced risk for time sensitive shipments while preserving negotiated volume incentives.

The pharmacy gained the ability to route critical medications to the most reliable carrier for that scenario, not just the cheapest or most familiar option.

RESULTS

Within months of deployment, the compounding pharmacy achieved measurable improvements without changing its commitment to patient care.

Outcomes included:

- Immediate recovery of overbilled transportation charges
- Clear visibility into the true cost of temperature controlled shipping
- Reduced use of premium services where not clinically required
- Fewer failed deliveries and reshipments
- Greater confidence in carrier selection for high-risk medications

Most importantly, leadership could now manage transportation as a strategic lever rather than a fixed cost.

WHY THIS MATTERS FOR COMPOUNDING PHARMACIES

Compounding pharmacies operate in a world where shipping is inseparable from patient outcomes. Cost reduction cannot come at the expense of safety, compliance, or trust.

Reveel's Shipping Intelligence helps compounding pharmacies:

- Protect margins without cutting corners
- Prove that negotiated rates are actually realized
- Match service levels to medication requirements
- Reduce delivery risk for fragile and temperature sensitive products
- Give finance and operations a shared view of transportation performance

Reveel's Shipping Intelligence does not ask pharmacies to ship slower. It helps them ship smarter.



Reveel is the leading Shipping Intelligence™ Platform that enables companies to level the playing field with their carriers across all modes of transportation. With over 18 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.

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