Cass Information Systems, Inc.

Case Study

Streamlining Last-Mile Carrier Rate Agreements and Invoice Audits

Introduction

Last-mile delivery is an area where transportation teams are grappling with extremely high costs and insufficient processes to manage them. By far, the last mile is the most expensive leg of the supply chain. It's also ripe with opportunity. Every touchpoint, from dispatch to doorstep, directly impacts customer satisfaction and operational efficiency.

The rise in e-commerce, same-day delivery, and diverse carrier options has made last-mile delivery one of the most critical and costly stages of the supply chain. For many shippers, it remains difficult to fully understand and manage these costs. Carrier invoices can pile up by the thousands, with rates that vary based on truck type, accessorials, and delivery conditions. Manual audits leave room for costly errors.
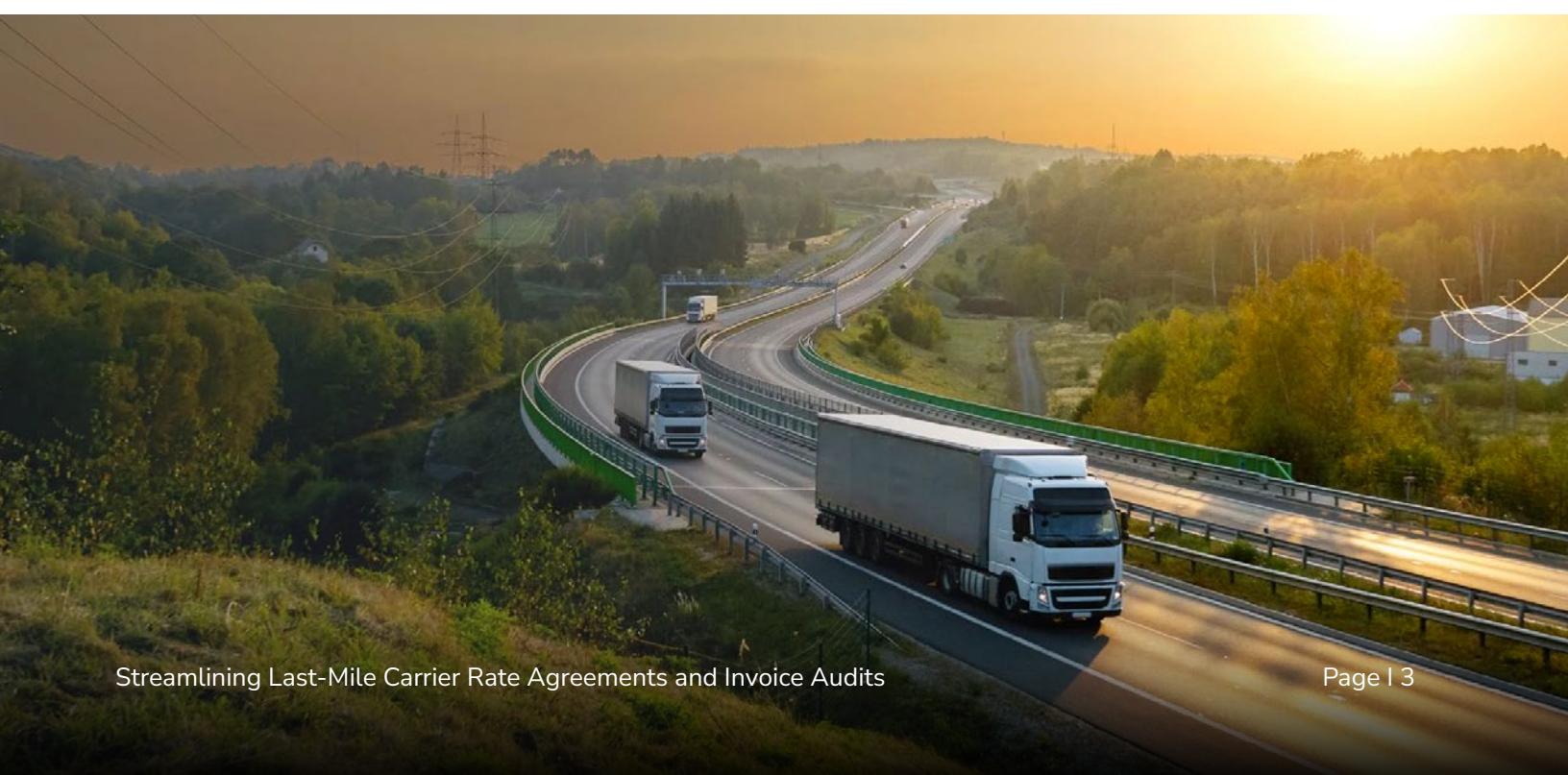
With AI-powered and advanced invoice audit services, companies can turn the last mile into a source of measurable savings and strategic control. Advanced auditing and validation provide sharper visibility, stronger control, and tangible results.

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Allocating Costs Efficiently

For any enterprise organization, it's critical to allocate costs for last-mile deliveries efficiently and accurately. The Cass solution for freight audit and payment automatically organizes costs according to each organization's unique structure, catching inconsistencies early and preventing financial or operational disruptions. This precise cost allocation turns raw data into actionable insights. Teams gain visibility into which routes, trucks, or carriers drive up costs, enabling smarter decisions around operations, rate negotiations, and fleet planning.

Cass's auditing tools automatically organize costs according to each organization's unique structure, catching inconsistencies early wand preventing financial or operational disruptions.

Validating Orders and Deliveries

Small discrepancies, like a missing stop-off or misreported quantity, can create reconciliation issues. Cass offers automated, rules-based validation that aligns invoices with shipment files. Instead of correcting individual invoices, teams can now uncover patterns that point to persistent carrier, routing, or data issues, enabling proactive adjustments.

One company with complex allocation structures across regions and service types faced frequent misclassification and delays. After implementing Cass's auditing tools, the company was able to sort and validate data based on its unique framework. Inconsistencies were resolved before reaching accounting, saving time, reducing friction, and restoring confidence.

Eliminating Duplicate Bills

Duplicate invoices, whether repeated accessorial charges, altered invoice numbers, or separate billing for the same shipment, present significant challenges in terms of process and cost management. When one large retailer came to Cass for a solution, it knew it had a problem with duplicates and knew it wasn't catching many of them. In the retailer's first year and a half with Cass, we identified and prevented $63 million in duplicate costs.

By matching invoice details, shipment records, and historical patterns, the Cass solution prevents overpayments while providing clear visibility into recurring errors. This level of accuracy builds confidence in forecasting, strengthens carrier relationships, and supports smarter budgeting.

We then work closely with our clients and carriers to reduce recurring billing issues moving forward.

Since October 2023, one company has avoided more than

$63M in duplicate payments.

Another organization saved nearly

$11M within 21 months

by streamlining its audit process with Cass tools.

Improving ERP Shipment Status

Cass's validation capabilities enhance enterprise resource planning (ERP) shipment visibility. For example, although ERP systems often mark shipments as "delivered," real-world updates vary: "scheduled," "out for delivery," "delayed," or "cancelled."

Analyzing these variations reveals valuable insights. A spike in "cancelled" orders may signal scheduling issues, whereas frequent "delayed" updates could indicate carrier performance gaps. Detecting these patterns helps teams prioritize corrective actions and improve last-mile operations.

Enhancing Shipment Records

By unifying data from multiple sources, Cass links ERP shipment files with customer signatures, timestamps, and doorstep photos provided by their carriers. This creates a verifiable chain of evidence for each delivery, confirming what was delivered, when, and to whom. It strengthens accountability, reduces disputes, and simplifies audits.

Validating Accessorial

Accessorial charges, such as fuel surcharges, liftgate fees, and detention, are common. Cass matches ERP shipment files with carrier-submitted data. Discrepancies, like a liftgate fee on a shipment that didn't require it, are flagged immediately. Over time, teams can identify trends, differentiate unavoidable charges from errors, and refine operational standards.

Closing the Last-Mile Gap

Through tightly controlled processes, advanced technology, and a culture of continuous improvement, we deliver outstanding results that transform last-mile management, reduce costs, and provide a ripple effect to other teams across the organization.

Partner with Cass to turn the last mile into a predictable, manageable process that drives results.

Contact our team to learn more.

Get in Touch