

## Case Study

# Streamlining Last-Mile Carrier Rate Agreements and Invoice Audits

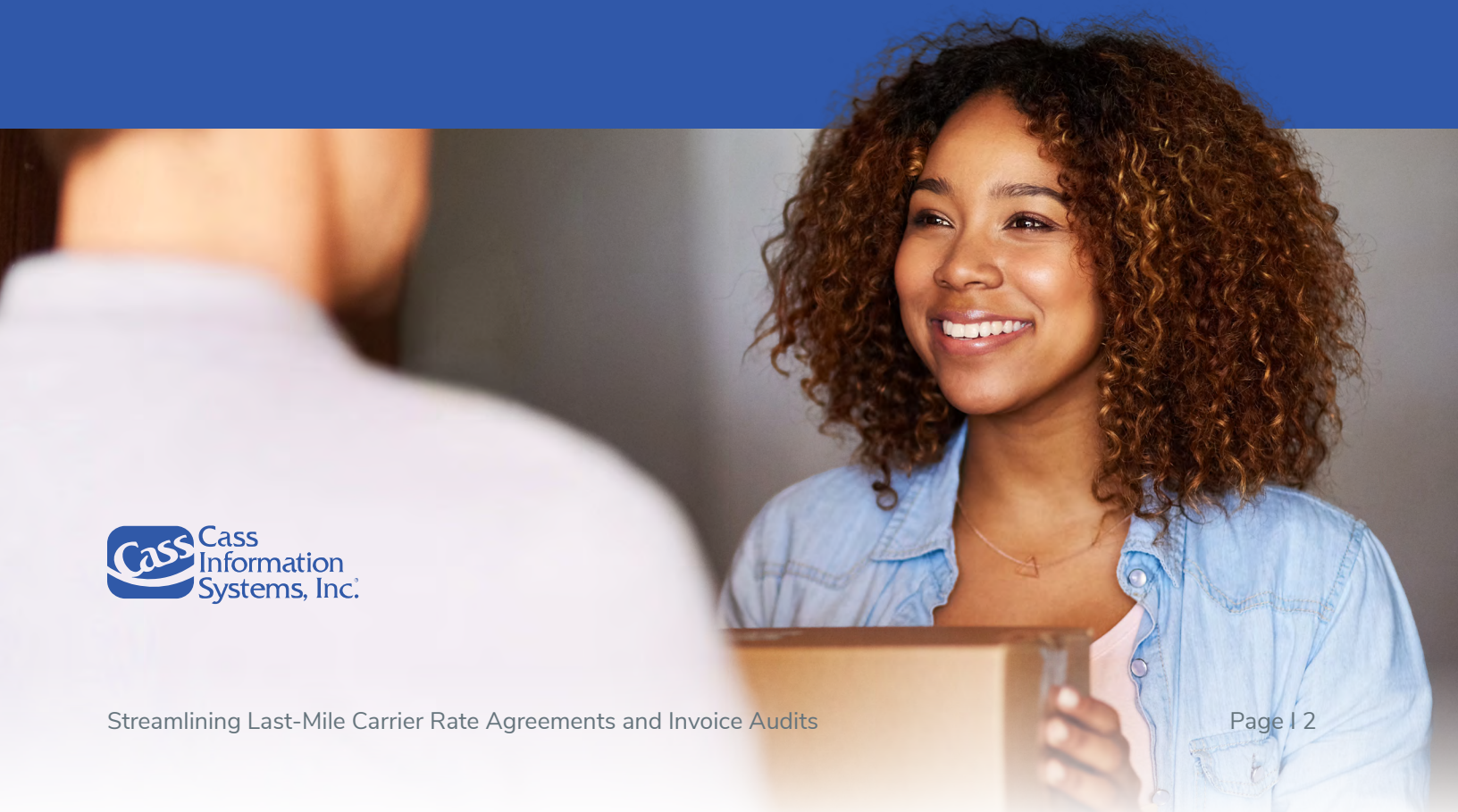


# Introduction

Last-mile delivery is where supply chains become complex, and also where they offer the greatest 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 intelligent automation 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.





## Allocating Costs Efficiently

Last-mile delivery often requires allocating costs by truck type: boom, box, or flat. But every company allocates differently. Cass's auditing tools automatically organize 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.



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## Validating Orders and Deliveries

Small discrepancies, like a missing stop-off or misreported quantity, can create reconciliation issues. Cass MatchPay offers automated, rules-based validation that aligns invoices with shipment files across multi-stop routes, intermodal transfers, and pooled deliveries. Instead of correcting individual invoices, teams can now uncover patterns that point to persistent carrier or route 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, can slip past even diligent finance teams. One company faced this challenge until it implemented Cass MatchPay.

By cross-referencing invoice details, shipment records, and historical patterns, MatchPay helped catch duplicates before payments went out. The result? Fewer overpayments, faster resolution, and clearer visibility into recurring errors. MatchPay even identified carriers with consistent billing issues, giving the company leverage to renegotiate terms. This level of accuracy builds confidence in forecasting, strengthens carrier relationships, and supports smarter budgeting.

Although not every company uses Cass MatchPay, those that do have seen a real impact.

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 ERP shipment visibility. 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.

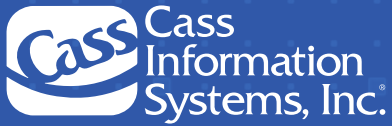
## Enhancing Shipment Records

Cass links ERP shipment files with customer signatures, timestamps, and doorstep photos. 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 Descriptions

Accessorial charges, fuel surcharges, liftgate fees, and detention time are common, but they add value only when applied consistently. Cass matches ERP shipment files with carrier-submitted data in real time. 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

Cass gives companies a clear picture of every shipment. Teams can catch errors before payments are made, link shipment data, and correct recurring issues, controlling costs and improving decisions.

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

