



# ELIMINATING CHARGEBACKS OF DISTRIBUTION CENTERS

## CASE STUDY

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A design, marketing, and distribution company specializing in consumer fashion accessories sold around the world approached Expeditors for help in mitigating chargebacks they were experiencing. Expeditors created SOP's and managed routing guides for each of their individual customers to fully eliminate chargebacks, increasing the profitability of their business.

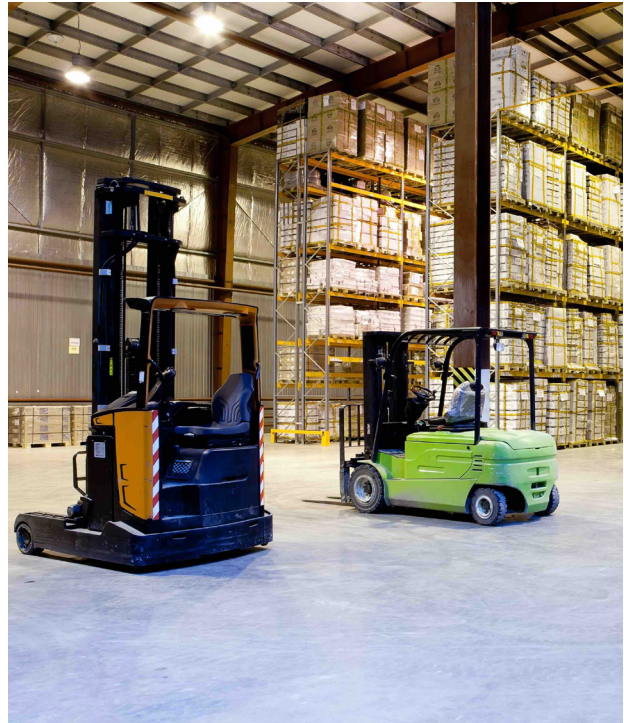


## OPPORTUNITY

An American fashion designer and manufacturer of watches was looking to manage the retail parameters of shipping into their customers' distribution centers while negating compliance charges as a result of routing guide failures. The customer was experiencing chargebacks from the distribution centers of large retailers that were negatively affecting their profitability. The customer's primary objective was to find a warehouse provider to house their freight and redistribute with an in-house system solution that did not depend on a third-party to process shipments and to increase the profitability of their business.

## OUR SOLUTION

Expeditors was able to provide knowledge of shipping into distribution centers and the rules and booking requirements of each end customer. This includes booking PO's through individual online portals, height restrictions at distribution centers, label placements, types of skids allowed, and more. Every customer has manuals with specific rules for compliance and Expeditors takes the necessary time to understand these manuals perfectly, maintaining a knowledgeable workforce to manage these requests in a timely and efficient manner. This level of teamwork, organization, and commitment to our customer provided documentation of standard operating procedures, the correct understanding of shipping into retail DC's, and the knowledgeable workforce to save our customer money.



## THE RESULTS

With Expeditors' retail knowledge, our customer of now over 10 years has enjoyed zero compliance chargebacks associated with their program. By not utilizing third-party vendors to manage their shipments and instead trusting Expeditors employees and our network, our customer's ROI is saving money throughout their supply chain.