

Cutting Small Package Shipping Expenses by 46%

ABOUT THE CLIENT

Client Y is a dedicated title insurance and real estate settlement agency located in Harrisburg, Pennsylvania. Known for handling both commercial and residential property closings, it provides trusted, seamless settlement services for lenders, attorneys, realtors, buyers, and sellers across the region. The firm is focused on delivering fast, reliable document handling to ensure smooth, on-time transactions.

THE CHALLENGE

The leadership team at Client Y was concerned about rising operational costs, specifically from small package shipping fees for urgent closing packages and legal instruments. They recognized that their current shipping arrangements were inefficient—burdened by high daily base rates, variable fuel surcharges (24.75%), and compounding accessorial fees—and sought to reduce overhead while maintaining strict turnaround times for critical legal documents.

THE SOLUTION

To tackle the issue, Client Y partnered with Tim and his independent cost management team. Leveraging deep industry expertise, Tim's strategy involved:

- 1. Optimize Base Rates:** Audited shipping profiles and transitioned Client Y to UPS Small Business Base Rates (SBR), lowering transportation charges across key express categories (Next Day Air and 2nd Day Air).
- 2. Eliminate Surcharges & Fees:** Secured full waivers on variable fuel surcharges (reducing them from 24.75% to 0.00%) and negotiated complete waivers on accessorial fees, including Address Corrections and Delivery Area Surcharges.

Tim's performance-based model made the decision simple: if his team didn't find savings, there was no fee; if they did, they shared in the savings.



SETTLEMENT & LEGAL LOGISTICS AUDIT

46.49%

TOTAL SAVINGS %

\$19.35

PER PACKAGE AVG

\$60,000

TOTAL SAVINGS (LIFE OF ENGAGEMENT)

THE RESULTS

Client Y achieved immediate financial savings, with average shipping costs dropping from **\$37.10 down to \$19.35 per package**—a 47.84% single-month reduction.

With fuel surcharges eliminated and accessorial fees waived, Client Y generates **\$60,000 in total savings over the life of the engagement** with zero disruption to daily closing schedules.

"If you have 10 minutes to talk with Tim, you should – he might open doors you didn't even know needed opening."

— Leadership Team, Client Y

Can we do the same for you?

Contact us today for a risk-free cost audit.