

LOWER YOUR SHIPPING COSTS DESPITE THE 2018

RATE INCREASE

WITH THE NEW FedEx RATES ON THE HORIZON, IT'S TIME TO LOOK FOR WAYS TO LOWER YOUR SHIPPING COSTS. REFUND RETRIEVER CAN HELP – WITH DETAILED AUDITING OF YOUR CARRIER INVOICES.

With shipping rates on the rise each year, finding ways to lower shipping costs is essential to all store owners. In fact, FedEx recently announced a 4.9% average general rate increase that will take effect in 2018, however this rate increase is not 4.9% for each zone/weight/service. Instead, packages under 20 pounds have an increase greater than 4.9%, which make up the majority of Refund Retriever clients and possibly include yourself, as well. To gain a better understand-

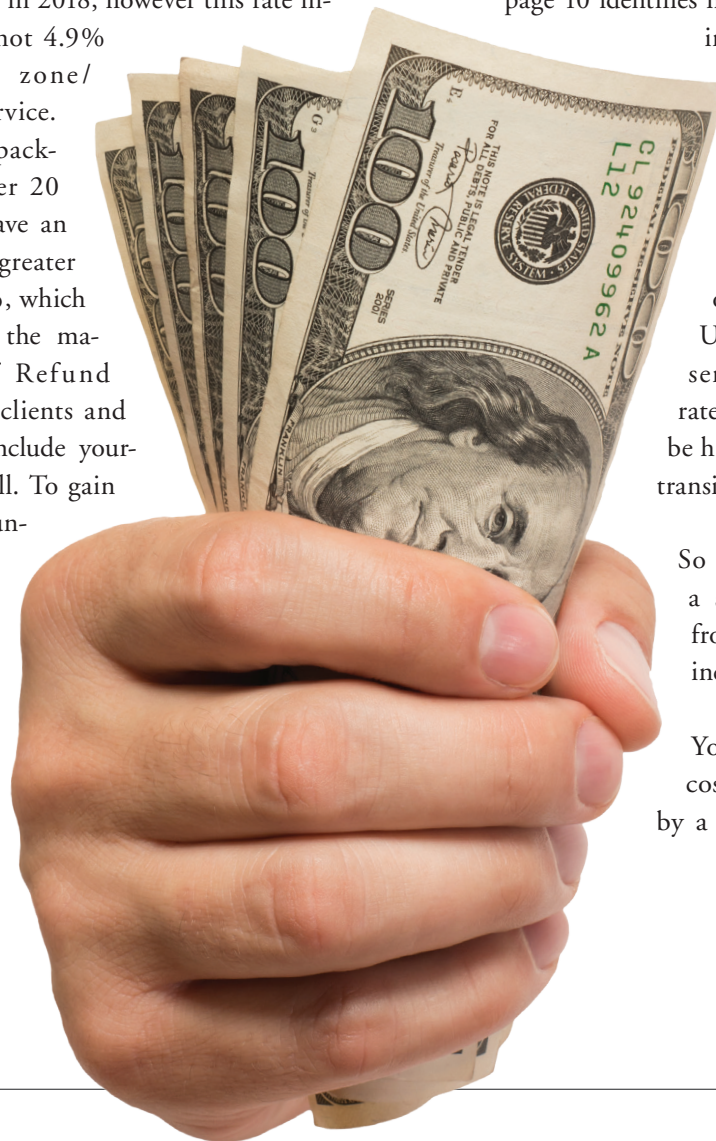
ing of this, the graph on page 10 provides details on what to expect from 2018 FedEx Ground Rate increases.

In addition to these changes, the graph on page 10 identifies how the express rate increases have been segregated into various shipping services, such as overnight or 2-Day delivery. These only represent the US domestic express services, where the rate increase seems to be higher as the time in transit increases.

So just what should a shipper take away from these graphs and increases?

Your FedEx shipping costs will increase by a percentage greater

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than 4.9% unless most of your shipments are greater than 50 pounds or First Overnight delivery. This means that you need to find an additional way to lower your shipping costs.

How Can You Lower Shipping Costs In 2018?

Refund Retriever has been helping stores with late delivery and billing mistake refunds since 2006. As most people already know, FedEx and UPS guarantee each package to arrive on time or it's free. Yes, this includes all express, international, ground and home delivery packages – however some store owners are still skeptical when they first learn this.

But it's true, so what's the catch?

Very simply, each late delivery must be identified and requested. That said, the carriers do not automatically give a guaranteed service refund (GSR) credit. This is where Refund Retriever comes in. Refund Retriever audits the carrier invoices to sniff out these late deliveries (and other billing mistakes) and has the carrier issue a refund back to your account. In addition to late deliveries there is also a full suite of reports and analytics. These include dimensional weight packages, unauthorized third party packages, accessororial fee charges, and many more reports.

So What Separates Refund Retriever?

Technology and motivation is what allows Refund Retriever to stand out from the pack.

FedEx denies many refund requests; electronic dispute methods are not effective anymore. Refund Retriever actually has people making phone call requests to FedEx customer support, which translates into more refunds issued. The ability to speak with a real person, explain the guaranteed delivery and actual delivery date for a single package, and have a credit issued back for the shipper is something very few auditing companies will even attempt.

Refund Retriever does this for all ground and home delivery packages – ultimately resulting in a higher amount of refunds for each client that lowers shipping costs overall.

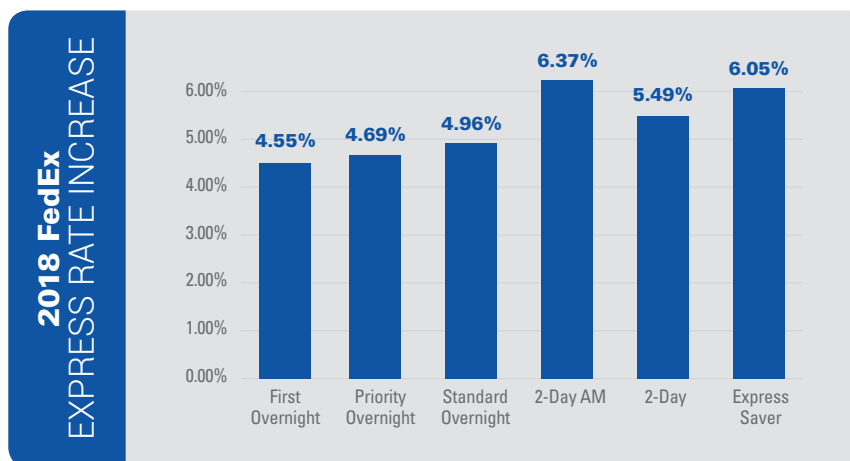
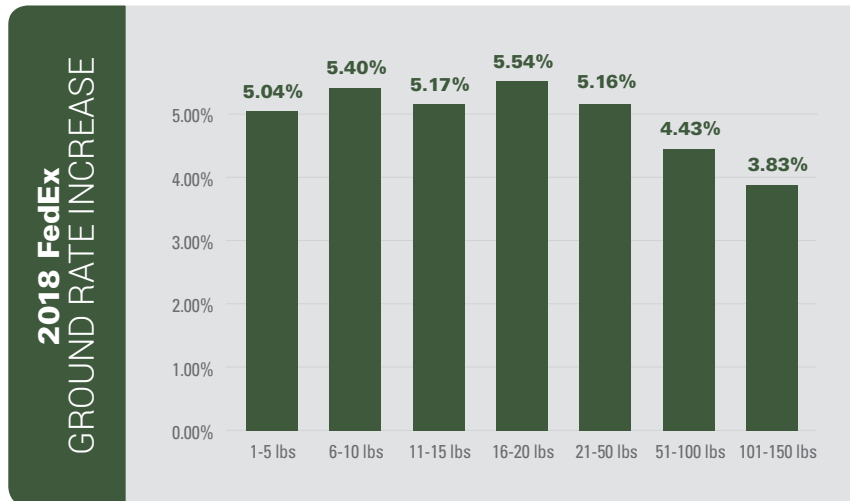
What If Your Customer Requests A Refund For Late Delivery?

If your customer wants a refund for the shipment not arriving on time, the first step is to contact the carrier to make sure there is no reason they will not issue a service failure credit. Be sure there is not a weather delay, on-time delivery attempt, or some other event that caused the late delivery to be outside of the carrier's control. If you have the refund issued before Refund Retriever can take action, there is nothing else to do. Refund Retriever's technology is built to identify these credits and not bill the client. If Refund Retriever did not take action and confirm the credit, there will be no charge.

If Refund Retriever has already found the late delivery and has already issued the refund credit, simply send an email with the tracking number and the charge will be removed from your invoice. This sometimes happens, although you should not be charged for a package that you had to refund your client.

How Do You Get Started?

Just go to our website and fill out the online form (<https://www.refundretriever.com/create-account/>) or call 800-441-8085 and the setup can be done over the phone. ☎



How Quickly Will A Store See The Refund Retriever Benefit?

Our signup process is quick and easy. Just go to <https://www.refundretriever.com/create-account> and fill out the form. Once completed, we will have access to your FedEx and/or UPS online billing and will be all set. From there, we takeover and help eliminate time on your end – beginning by an immediate auditing process to help you get refunds right away. We will even download past invoices to audit for duplicate and un-shipped billing charges. Clients will start seeing credits on the current or next invoice depending on the carrier. The best part? Our fees are a percentage of successful credits, so if there are no credits you will not be charged anything at all.



BRIAN GIBBS – Refund Retriever

Brian is President and Founder of Refund Retriever, LLC. Gibbs started Refund Retriever in 2006 as an owner of his own retail shipping store in Houston, Texas. Brian sold his store after starting Refund Retriever and can be reached directly at (800) 441-8085.