

Case Study:

CLICKSTOP, INC.



Industry

Wholesale Distribution
and eCommerce

ERP

NetSuite

Website

www.clickstop.com

Highlighted Solution:

ShipHawk Audit

Overview

Clickstop, Inc., based in Urbana, Iowa, is a multi-brand powerhouse with a second distribution center in Simpsonville, South Carolina. What began in 2005 as a single eCommerce brand has evolved into a portfolio of thriving businesses, including US Cargo Control, Fasteners Plus, EcoFoil and Pepper Joe's. Clickstop serves customers across the U.S. through both parcel and LTL shipments.

Benefits & Key Outcomes



Recovered between \$25,000 -
\$30,000 in carrier overcharges in the
first seven months



Automated detection of issues like
missing proof of delivery and
address correction



Less time spent on audit tasks

Challenge

As Clickstop's business and distribution footprint grew, so did the complexity of managing its freight operations. The team leveraged ShipHawk Warehouse Management System (WMS), ShipHawk Advanced Shipping, NetSuite and Shopify to keep its operations running smoothly, but managing carrier disputes, billing errors and other hidden costs of freight remained a challenge.

The company conducted freight and parcel audits on a monthly basis using a combination of NetSuite saved search reports and manual processes that involved combing through spreadsheets and flagging issues by hand. With a lean team and growing shipment volume, Clickstop needed a more automated, reliable way to identify billing issues, recover overcharges and optimize parcel spend.

Solution

Clickstop implemented ShipHawk Audit for parcel shipments to automate carrier invoice audit and reconciliation, and the solution immediately yielded significant benefits for the team. The company has recovered between \$25,000 to \$30,000 in the first seven months.

The freight team had a manual process in place for identifying issues before implementing the solution, but you can't fix what you can't see, explained Allen DeHeck, Freight Director at Clickstop, Inc. "One of the biggest pieces is no proof of delivery. Unless our customer calls in to tell us that they didn't get it delivered, we're not able to go back and process that dispute and request a credit on those."

Perhaps more importantly, ShipHawk Audit has reduced reliance on manual processes and returned valuable time to Clickstop's freight team. "There's a lot less time that is dedicated to audit activities on a daily and weekly basis," shared DeHeck. "Now I have the confidence that if I don't catch it, there is another set of eyes on it to make sure that we aren't paying for something that we shouldn't be."

With ShipHawk Audit in place, second-guessing parcel charges is a thing of the past. The team has greater visibility into its operations and more time to focus on what really matters – getting great products into the hands of customers quickly and cost-effectively.

A woman with blonde hair, wearing a dark t-shirt and gloves, is working in a warehouse. She is using a red tool to work on a wooden pallet. In the background, there are stacks of cardboard boxes, a computer monitor, and an American flag hanging on the wall.

“ Now I have the confidence that if I don't catch it, there is another set of eyes on it to make sure that we aren't paying for something that we shouldn't be.

**Allen DeHeck, Freight Director at
Clickstop, Inc.**