

Case Study:

UHS HARDWARE



Industry

Wholesale Locksmith
Products

ERP

NetSuite

Website

www.uhs-hardware.com

Highlighted Solution:

ShipHawk Audit

Overview

UHS Hardware, a division of Automotive Keys Group (AKG), is a wholesale distributor of car keys, fobs, key-cutting machines, door hardware and locksmith products headquartered in Hollywood, Florida. Known for quick shipping to all 50 states and Canada, competitive pricing and superior technical support, UHS has established itself as a trusted partner to automotive professionals and locksmiths across North America. UHS uses ShipHawk Transportation Management System (TMS) to facilitate thousands of parcel shipments per day and ShipHawk Audit to reduce carrier overcharges.

Benefits & Key Outcomes

**\$45K
Saved**

Recovered more than \$45,000 in carrier overcharges in four months

**20 ↓
Hours**

Eliminated 20 hours per week of manual carrier invoice audits



Automated parcel overcharge recovery claim processes

Challenge

Timely deliveries are essential in the fast-paced locksmith industry and sending out thousands of orders per day with one or two-day shipping is a complex task for UHS. ShipHawk TMS helped streamline the process, but the team recognized that manual parcel audit was a strain on internal resources and resulted in missed opportunities to recover costs primarily from carriers for missed delivery commitments.

UHS' manual carrier audit processes also created operational bottlenecks because identifying late deliveries, filing claims and correcting address errors and other issues required extensive reporting.

Solution

UHS eagerly implemented ShipHawk's parcel and freight audit solution as soon as it became available, and the results have been transformational. The company recovered more than \$45,000 from carriers in the first four months and generated significant improvements for the team.

Before implementing ShipHawk Audit, Logistics Manager Esperanza Brown spent nearly 20 hours per week on manual audit activities for UHS, AKG and sister company Key Innovations Inc. Now, the process is completely automated. "When I tell you it was a headache, it was a headache," explained Brown.

"ShipHawk Audit has helped tremendously, and not only with the disputes that we're having with the late shipments. It's allowing us to have a clear overview of our operations. We're able to see the cost of the lateness," said Brown.

UHS uses ShipHawk Audit to analyze spending from all parcel carriers in a centralized dashboard, normalize shipment details, process invoices and automatically identify and submit recovery claims. The solution is making a tangible difference in UHS' daily operations, enabling the business to reduce costs resulting from inaccurate address information saved in NetSuite. "When I first ran the address correction report, we were shipping 300 times to the same wrong address and being charged \$35 each time. And that was just for one customer within a specific time frame," said Brown.

"Overall it has been a great help and it's a great tool. The experience with ShipHawk has been great," said Brown.



“ShipHawk Audit has helped tremendously, and not only with the disputes that we're having with the late shipments. It's allowing us to have a clear overview of our operations.”

**Esperanza Brown, Logistics Manager
at UHS Hardware**