

Chargeback fees from a major retailer were adding up

Chargeback fees from a major retailer were adding up for a global manufacturer of camera film. The company had to find a way for its shipments to arrive within the retailer's strict delivery windows.

The solution came from Roadway. As a core carrier for the retailer, Roadway received priority scheduling for delivery appointments at all stores. Also, Roadway had developed a unique understanding of the retailer's expectations. Most important, Roadway offered a third advantage to the company's supply chain: a guaranteed multi-day delivery service ideal for retail vendors looking to prevent costly chargeback fees.

Shipments moved under Roadway Time-Critical™ Service are guaranteed to arrive within a specific hour, on a specific day, or across a span of days. Delivery windows of any size can be accommodated.

A conference call was arranged. The company discussed the situation and solutions with their local Roadway account rep and the Roadway account rep for the major retailer.

The company was impressed with the knowledge of retail Roadway displayed. The relationship Roadway had developed with the major retailer would also translate into benefits for them.

The company decided to move all of their shipments with via Roadway Time-Critical Service. They realized the small increase in transportation costs would more than offset the chargeback fees they were incurring and the sales they were missing.

The guaranteed multi-day delivery windows were a perfect solution—most of the time. Occasionally, the company could not predict when products would ship from their plants. For those situations, the company asked Roadway to automatically expedite their shipments to meet the retailer's delivery windows.

With Roadway Time-Critical Service's expedited deliveries and multi-day delivery windows, this company's products are on the shelf when consumers want them.