

# 4 REASONS to OUTSOURCE the Late Parcel Refund Process

By Mike Broussard

If your company ships a high volume of packages, chances are you have a relationship with FedEx, UPS, or both. While both companies value customer retention and efficiency, they depend on humans executing at a high level. Furthermore, we all know humans make mistakes—even the most efficient processes and operations have to allow for contingencies.

This fact is why both FedEx and UPS, as well as nearly all parcel shipping companies, have refund policies and claims processes for the filing of refunds. The problem, however, is that the process to file for refunds is cumbersome at best and uneconomical at worst. The cost to file the claim, track the process, receive the funds, and verify that all the refunds were applied correctly is often not worth the personnel time and expense.

It doesn't have to be that way. Here are four reasons you should consider hiring a parcel refund claims expert to do it for you:

## Recover Money You Didn't Know Existed

If you are shipping packages regularly, your primary concern is taking care of your customers. Simply getting the package there may be more important than getting it

there on time. That doesn't mean, however, that you are not entitled to a refund for the parcel service failure. If it was once or twice per year, that refund may not make a financial impact. Many shippers might be sacrificing refunds, however, on hundreds of packages each year. That adds up quickly and represents money that you are entitled to claim.

## Claims Experts and Access to Technology

When filing a parcel service failure refund claim on your own, it is a manual process. Pulling a key shipping person from his or her regular duties just doesn't make sense. A claims expert has access to technology, however, that automates this process and brings scale to the task that justifies the time and money spent. Often, this one revelation makes the decision to outsource worth it.

## Expense Is Contingent on Refund

Spending money to bring on another vendor is always a critical calculation. In this case, though, bringing on a partner is a rather straightforward decision if cost is the issue. You only pay a percentage of the refund dollars collected. If there are no refunds coming your way, there are no fees to pay. The expense is only contingent on whether the vendor is able to collect from the parcel carrier. This makes the financial decision an easy one.

## Does Not Disrupt Your Business

Finally, deciding to bring on an outsourced partner can sometimes tap personnel resources that really don't have the time. Collecting late process refunds, however, is a process that can take place completely outside your regular course of business operations. It happens behind the scenes and is minimally disruptive.

Bringing on a partner to execute the parcel refund process is really a pretty straightforward decision. If you ship small packages in your business, this option needs to rise to the top of your list for new strategies to consider. By doing it, you could be adding money to your bottom line. **N**

*Mike Broussard is Vice President of Business Development for Broussard Logistics, LLC and can be reached via email at [mike@broussardlogistics.com](mailto:mike@broussardlogistics.com).*

