



Helping Essential Ingredients Recover Supplier Error Costs



Auditing
Diligence

Auditing Discipline leads to improved process



Proactive
Data Support

CHALLENGE

Essential Ingredients (Ei) supplies personal care ingredients to locations across the country from their direct suppliers. It is a complex transportation system that depends on the diligence of their logistics partners to operate efficiently, minimize supplier errors, and avoid lost costs.



\$23K recovered

THE KDL APPROACH

KDL's auditing service discovered a series of incorrect shipments before billing and communicated the specifics to Ei. The KDL CRM team then took the initiative to generate substantiating tracking data, present the information to both the supplier and the carrier, and negotiate reduced carrier rates.

RESULTS

The efforts of the KDL team led to Ei recovering more than \$23,000 over 11 individual shipments during a very busy period when the errors otherwise might have been overlooked. Ei views KDL Logistics as a trustworthy partner who is part of the Ei family, and they are now working together further integrate with KDL's TMS.



This doesn't happen all the time. We are grateful for the relationship we have with KDL because they are so proactive. They flagged the issue, researched it, and brought us everything we needed to address it with our supplier. The dedication I see day after day from KDL gives me great confidence, and I know they are trustworthy."

— Stephen Fuller
3PL Manager

People Drive Logistics

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