



Improving Carrier Related Resends

A large specialty pharmacy faced continued increases in millions of dollars spent each year for carrier-related resends of medications. The pharmacy came to ParcelShield, asking for help to improve its carrier related resends.

With the use of ParcelShield Platform:

30.9%

resend rate decrease over five months

Over \$2 Million

projected annual resend product loss avoidance

The Results

The pharmacy shipped an average of 40,000 packages per month with an average resend value per package of \$6,085.

By leveraging ParcelShield Platform the pharmacy was able to see real-time deliverability forecasts allowing them to modify scheduling and routes to avoid predictable delays and risks to medication.

The industry average carrier resend rate is 0.230%. The pharmacy saw an improved resend rate of 0.146%, a 30.9% improvement.

Financial Impact	Per Month	Per Year
Carrier related resend rate improvement	0.84%	0.84%
Reduction in resends and patients impacted	34	408
Resend product loss avoidance	\$206,890	\$2,482,680

In five months, the pharmacy decreased their resend rate by 30.9%. In the process, three secondary benefits also were uncovered:

1. Increased overall profitability by avoiding \$2.4M in product loss.
2. Optimized planning across multiple origin sites significantly enhances overall shipping efficiency.
3. Improved patient satisfaction and Net Promoter Score

ParcelShield Platform

ParcelShield Platform provides predictable protection against package disruptions and optimizes supply chain efficiencies. Platform runs patient need date and route parameters against proactive disruption models and daily back-end fulfillment capacity and recommends the optimal date and carrier service level to maximize successful delivery and minimize your freight and fulfillment costs. The process happens on the front-end before the order is scheduled to minimize at-risk packages (and patient satisfaction issues) on the back-end.

- ✓ **Predictive Parcel At-Risk Forecast**
Provides real-time deliverability forecasts to avoid predictable delays & risk to medication.
- ✓ **Machine Learning & Artificial Intelligence**
Leverages historical disruption intelligence to continuously identify and track anomalies and provide insight into future impacts & delays.
- ✓ **Real-Time Scheduling Decision Support**
Provides shipping recommendations based on service deliverability & patient need by date.
- ✓ **Intuitive Scheduling Dashboard**
Available in both an integrated API solution or through a secure user-friendly portal utilizing minimum on-screen real-estate space.
- ✓ **Minimum Workforce Investment**
No impact to call center handle times and no classroom training required; online tutorial completed in 15-20 minutes.