

Merchant Webinar Series

with

Zoey

by



Your Shipping Advocate

Presenters

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Your Shipping Advocate



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No Investment; Just Refunds from UPS and FedEx

Reduce your shipping costs and better understand your shipping expenses.

Learn how to:

- Save money on late deliveries, lost or damaged packages, invoice errors
- Understand complicated shipping costs and fees
- Gain insight into your shipping spend

There are no upfront costs, no subscriptions, no contracts.

Partners Since 2016

Zoey

Zoey is focused on solving one problem: making high-end B2B and wholesale eCommerce technology available to merchants without enterprise budgets.



71lbs mission is to help democratize shipping and logistics for small and medium size companies

TOPICS

01 Introduction

04 What Sets Us Apart

02 71 lbs Services

05 Simple Sign-Up

03 Auditing

Our Story

71 Pounds was founded by a former **FedEx executive** with more than 20 years of experience in shipping, ecommerce, and logistics.

At Jamba Juice, he experienced first-hand the limited resources that shipping/logistics departments have to get products out of the door.

Our mission at 71lbs is to continue to build products and services that help solve these problems. We are proud to serve thousands of US and Canadian based customers.

At FedEx, he learned two takeaways:

- 01** The number one pain point for companies in regards to shipping: saving money
- 02** The second pain point for companies: understanding their shipping costs

About Us

Executive Team



Jose Li, CEO & Founder



Ellen Riley, COO



Melissa Grossman, Chief
People Officer



Board



Michael Fineberg



Kevin Jacques



Peter Pezaris



Investors/Angels



How 71lbs Works



71lbs proactively monitors
FedEx and UPS shipments
to identify shipping
refunds.



Our human powered
software solution
automatically claims and
files on your behalf.



100% of refunds are
credited by FedEx and
UPS back to your online
account.

Service Failures

Why pay a premium to ship with FedEx and UPS if they don't hold up their delivery promises? Over \$2 billion dollars annually is left unclaimed!

- Deliveries arrive late
- Invoice errors happen
- Lost or damaged shipments occur

Claiming refunds is a complex and time consuming process.

Importance of Invoice Auditing

Shipping auditing services have become critically important since FedEx and UPS errors are present in virtually every invoice.



Late
Delivery



Incorrect
Saturday
Charges



Duplicate
or Unused
Labels



Incorrect
Dim. Weight
Charges



Lost &
Damaged



Incorrect
Address
Corrections



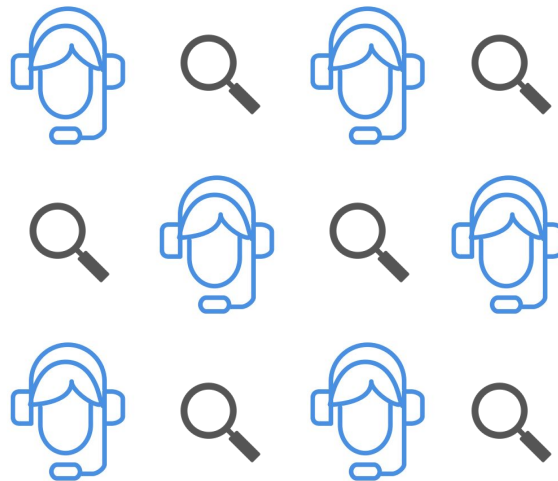
Incorrect
Residential vs.
Commercial
Surcharges

We audit over 65 different audit categories!

Value of Shipment Auditing

Outsource to **save time and money** and you gain an entire team working for you for a portion of the refund. Additionally...

- Easy to read data
- Gain insights into your shipping spend (i.e. price per pound, per zone, per carrier)
- Lower overall shipping expenses
- Consolidate FedEx & UPS accounts into single dashboard
- Track and verify shipment details
- Better negotiate with your shipping carrier
- Optimize your logistics operation



Key Differentiators

Customer Relationship Support

- Advocate for your business' shipping refunds
- Optimize what you spend by actively engaging relationship managers with your account

Partnership Network

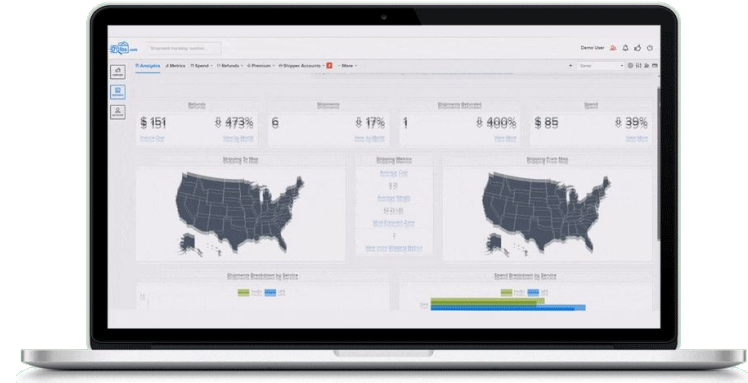
- Access marketplace of trusted advisors
- Connect with solutions pertinent to your business

Proactive Automated System

- Compiles shipping data directly from FedEx & UPS
- Tracks shipments and refunds

Easy, Informative Dashboard Tool

- Provides analytics to better understand shipping trends and manage their spend



Fast Facts



Serving Manufacturers,
Wholesalers, Distributors,
eCommerce, healthcare & more*



Currently has 24 team members



Millions of dollars refunded
annually



Established January 2013



*Serving more than 5000 customers in the USA & Canada

Our Security

Your data is safe and secured.

Privacy of customers' data is very important to us.

We use 256-bit Secure Socket Layer technology (SSL)—the same security that banks use.

Our processes have been audited and approved by highest levels of industry standards. Our data is encrypted, protected against potential attacks, and hosted behind highly secured firewalls, which employ state-of-the-art data security measures and provides 24/7/365 reliability.

In addition, our internal training processes allow for only selected company personnel to have access to customers' data, per approved internal guidelines.

Customer Testimonial



"We are extremely satisfied with 71lbs' shipping refunds service. It doesn't cost us anything unless they find refunds, and when they do, 50% of something is better than 100% of nothing! I would recommend 71lbs to any business."

- A. Norwood, Controller, Massoud Furniture

Customer Testimonial



“As a business, we find that customers do not always notify us of situations when shipments arrive late. However, in this case, we are eligible for refunds. 71lbs ensures that we don’t leave money on the table.”

- Joe Turner, General Manager

Customer Testimonial



"Credits appear directly in our online account with our shipping carrier, and 71 lbs notifies us each week with a detailed report. I would recommend 71 lbs to any business that ships! It just makes sense."

- Lou Guan, DNA Motoring

Refund Example

You ship packages at a total cost of \$50,000

5% of those packages arrive late

71lbs identifies and files those claims for a total refund amount of \$2500

Once those claims are approved and you receive your FULL refund of \$2,500, 71lbs will invoice you for half of the refund amount.

71lbs ONLY gets paid if they find refunds for you.

To Sign Up for Our Service

1. Verify Online Billing with your Shipping Carrier
2. Create your Account at www.71lbs.com/zoey
3. See Refunds Credited Directly to your Shipping Account
4. Review Shipping Analytics on your Dashboard
5. Our Customer Success Team is dedicated to answering your questions whether during sign-up or with ongoing account care