



# How Expand Furniture Reduced Damages and Losses by 60% with Freight Club

**60 days**

Of internal resource  
saved a year

**5x**

Faster to gather competitive  
carrier quotes



“Freight Club simplifies the whole shipping process, making it a lot easier to do our jobs, and get products to customers.

Their team is fully focused on achieving the best outcomes for our business.”



**Aaron B. ,**

Shipping and Logistics Team Lead,  
Expand Furniture

Expand Furniture is based in Vancouver, Canada and creates innovative, space-saving furniture.

## Highlights

### Challenges

- Shipping oversized items quickly and affordably
- Divesting huge time and energy managing the shipping process
- Experiencing high damage and loss rates

### Solution

- Gathering quotes and booking carriers from one platform
- Leveraging analytics to select the best carrier
- Driving profitability and success with dedicated Customer Success Manager

### Results

- 5x faster to gather competitive carrier quotes
- 40 hours of internal resources saved each month
- 60% reduction in damages and losses

# Challenges

## Shipping large products quickly and affordably

Expand Furniture puts as much care into serving its customers as it does developing innovative, space-saving products.

Their corporate DNA is to provide a great customer experience and ensure every step in the purchasing and fulfillment process is easy.

**“Providing an easy customer experience is an umbrella mission for our whole company,” explains Shipping and Logistics Team Lead Aaron B.**

**“Delivery is a critical part of that experience, so we focus on ensuring customer orders are accurate, and providing ease and convenience in receiving their goods.”**

Before they discovered Freight Club, achieving sky-high delivery standards was a constant challenge.

Expand Furniture was manually co-ordinating every aspect of shipping and logistics internally. The task was made tougher by the fact they ship oversized items that weigh up to 300lbs.

Procuring freight carriers was particularly time-consuming. To select the most competitive carrier, they needed to gather multiple quotes, which was a painfully onerous process.

**“We were reaching out to multiple carriers and entering the same information five times on five different platforms,” says Aaron. “Each carrier also wanted information formatted in a unique way, so we had to know each one’s specific ‘language’ in order to acquire a quote.”**

Even after taking care to select the best carrier, the team often found themselves troubleshooting problems.

Frequent pick-up delays and high damage rates meant team members were pulled from key projects to chase up carriers, or file time-consuming claims.

Frustratingly, they'd often sit in long customer service queues, then have to explain from scratch who they were and what their issue was.

**"We were divesting so much time and energy dealing with issues and managing relationships across multiple carriers," says Aaron. "It was stripping the team of valuable time that could be better spent on other projects."**

Any issue with a carrier reflected badly on Expand Furniture's brand, leaving customers unhappy, and creating customer service issues that took more internal resources to resolve.

Faced with the internal inefficiencies of managing so much of the shipping process themselves, Expand Furniture began investigating logistics solutions that provided higher levels of service, care, and attention.

During that search they discovered Freight Club.

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# Solution

## Quoting, freight analytics, and claims management made simple

With Freight Club, Expand Furniture found an all-in-one solution for simplifying shipping.

Its unique combination of software and support enables them to source shipping quotes and book carriers quickly; seamlessly track fulfillment; analyze carrier performance; and even have claims managed for them.

As an experienced logistics head, Aaron has worked with 100s of contractors in his career. He describes Freight Club as “one of the best organizations I’ve worked with”.

### Simplifying the shipping process

After years of wrangling with numerous different systems and carrier websites, Expand Furniture appreciated that they could manage every step of shipping through Freight Club’s platform.

**“The platform is straightforward and easy to use,” says Aaron. “It simplifies the whole shipping process, making it a lot easier to do our jobs and get products to customers.”**

A real game-changer was being able to generate multiple shipping quotes and instantly compare them on one screen. Aaron describes this functionality as *“on a par with travel websites like Expedia”*.

The team simply enters details of a shipment. Freight Club then lists all the available carriers, complete with pricing and analytics including average transit times and delivery performance.

**“We enter the information once and it pulls up all of the available options for us to make an informed decision,” says Aaron. “All the carriers are vetted for quality and offer better rates than if we approached them independently.”**

Before Freight Club, Expand Furniture would struggle to get enterprise-level, volume discounted rates from carriers. But with Freight Club, volume is not a factor. Every customer—from SMBs to Enterprise companies—gets the same rate on Freight Club’s platform.

**“We always get better rates with Freight Club, because the volume they’re able to move is the combined power of all of their clients,” says Aaron. “Therefore, carriers can offer more competitive rates through Freight Club than they would to a smaller company like Expand Furniture.”**

## Dedicated CSM drives success and profitability

Expand Furniture is supported by a dedicated Customer Success Manager (CSM), with years of shipping industry experience.

Their CSM is their point of contact for every query, providing personalized support at every step, including:

- Ensuring any issue is reported to the right internal teams and acted on quickly
- Communicating with carriers to ensure efficient pick-ups and deliveries
- Analyzing trends in their shipping data to help optimize their program, and reduce costs and damage rates.

**“Our CSM is very good,” says Aaron. “Because of their relationship with the carriers, they have more pull than we would independently. If there’s a special consideration that we need to get done, our Freight Club CSM is able to leverage that a lot better than we would.”**

## Solving the challenge of delayed pick-ups

With their CSM’s support, Expand Furniture quickly established a process for alleviating pick-up delays.

Specifically, Aaron and his team escalate any delay to the CSM. The CSM jumps straight onto the issue, contacts the carrier directly, and ensures pick-up occurs at the earliest opportunity.

To ensure issues aren’t repeated, the CSM works closely with Freight Club’s internal logistics team—and carrier account managers—to establish clear pick-up schedules.

This ensures expectations are clearly set—and orders arrive on customers’ doorsteps when they expect them.

Freight Club also manages the labor-intensive task of filing and managing claims. Whatever the claim, from damages, to losses, and shortages, Freight Club’s specialist team handles them efficiently, while Expand Furniture gets on with what matters most—supporting its customers and running its business.

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## Results

**60% reduction in damages and losses, reduced shipping costs, and improved profitability**

Since partnering with Freight Club, Expand Furniture has dramatically reduced the time involved in managing shipping—and increased its profitability.

**“Freight Club has simplified shipping for us and made the process of order fulfillment easier,” says Aaron.**

The team **gathers shipping quotes at least 5x faster than before**. They save significant further resources thanks to Freight Club managing the arduous claims process.

Even having Freight Club manage just one claim a day **saves Expand Furniture 40 hours a month**. Across the year, that’s 60 days saved!

Aaron says that without Freight Club, they’d need to hire at least one FTE to cover their shipping workload, **saving the business \$40,000+ a year**.

Partnering with Freight Club **significantly reduces Expand Furniture’s shipping costs**, which increases the business’s profitability.

Expand Furniture has seen a **dramatic reduction in damages and losses**, with rates tumbling from 12% in 2021 to just 4.9% YTD in 2022. **That's a 60% reduction!**

Aaron attributes the reduction to having so much more data on carriers' performance at his fingertips now.

**"We discovered that one partner had a specific city where their operational terminal was in a mess. If we used them to deliver in that particular area, there were always issues," says Aaron. "We're able to pick up on those kinds of trends with Freight Club, which makes it easier to make smart decisions."**

Aaron describes his dedicated CSM as 'invaluable' to the success of their shipping program. The CSM acts as a critical bridge for every issue, seamlessly linking all the right parties together, so Aaron doesn't have to.

**"Having a Freight Club CSM means every question gets to the appropriate party and is dealt with on your behalf," he says. "We only have to work with Freight Club, and then Freight Club works with the carriers."**

Aaron recommends Freight Club to businesses looking to ease the burden of shipping, particularly those wrestling with the additional complexity of shipping bulkier goods.

**"Nowhere else have we had as good communication as we get with Freight Club," he says.**

**"Their forward-facing platform is straightforward, easy to use, and provides easy access and choices. And their team is fully focused on achieving the best outcomes for your business."**

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**Simplify your shipping program  
and increase customer satisfaction  
with Freight Club**

**SPEAK TO A SHIPPING CONSULTANT**